

**Contract Change Agreement #3**

This Contract Change Agreement #3 ("CCA#3") is executed by and between ERG Transit Systems (USA) Inc, a California corporation and wholly owned subsidiary of ERG Limited, an Australian corporation, (hereinafter referred to as the "Contractor") and each of the following seven public transportation agencies (hereinafter referred to individually as an "Agency" or collectively as the "Agencies"):

1. Central Puget Sound Regional Transit Authority ("Sound Transit")
2. King County ("King County")
3. Kitsap County Public Transportation Benefit Area ("Kitsap Transit")
4. Pierce County Public Transportation Benefit Area ("Pierce Transit")
5. Snohomish County Public Transportation Benefit Area ("Community Transit")
6. City of Everett ("Everett")
7. State of Washington, acting through the Washington State Department of Transportation, Washington State Ferries Division ("WSF")

**Background**

A. Effective April 29, 2003, each of the Agencies and the Contractor entered into Contract #229944 ("Contract") to implement a Regional Fare Coordination System ("RFC System") to establish a common fare system utilizing smart card technology. The Contractor is responsible for the development, implementation, operation and maintenance of the RFC System as specified in the Contract.

B. In June of 2006, the Parties agreed to Contract Change Agreement #2 ("CCA#2") which included, among other provisions, a new Project Schedule and a number of Contract modifications related to Phase 1 testing, through the completion of the Beta Test.

C. The Parties have engaged in extensive discussions about the results of the Beta Test, the lessons learned, the scope of revisions that need to be made before commencing revenue service, alternative approaches to conducting the development, testing, training and other Work of Phase 2, and the Schedule for Phase 2.

D. The purpose of this CCA#3 is to establish, subject to the terms hereof, the agreed changes to the Contract regarding Phase 2 activities and a new Project Schedule that will enable Parties to effectively plan and undertake the remaining RFCS implementation activities.

### **Agreement**

NOW, THEREFORE, in consideration of the mutual covenants contained herein, the sufficiency of which is hereby acknowledged, the Contractor and the Agencies agree to the above Recitals and the following terms:

#### **1.0 AMENDMENTS TO DIVISION I**

The Agencies and the Contractor hereby agree, without further execution, to amend the Contract as provided in Amendment Twenty-three, a copy of which is attached hereto as "CCA#3-Attachment A." Said Amendment 23 modifies the following:

- a. Section 3.I-11, "Security of RFC System";
- b. Section 3.I-13, "System Backup and disaster Recovery/Business Resumption Plan"
- c. Section 3.I-27.5 (untitled)
- d. Section 3.I-76.3 "Payment Procedures and Schedules through Full System Acceptance"
- e. Exhibit 8, Project Schedule; and
- f. Exhibit 9, "Price Schedule", Section VI "Implementation"

#### **2.0 Changes to Division II**

The Agencies and the Contractor hereby agree, without further execution, to change Division II as provided in Change Order No. 26, a copy of which is attached hereto as "CCA#3- Attachment B."

#### **3.0 Non-precedential Settlement of Additional Compensation for Project Management**

The Contractor has sought additional compensation for project management costs alleged to have been incurred in relation to new Work added by certain Change Orders and the Agencies have objected that no such additional compensation is due. The Parties desire to avoid disputes over whether, and how much if any, additional compensation for project management may be due under the Contract as a result of the large amount of new Work being added under this CCA#3. Accordingly, the Parties have agreed, without any admissions or concessions but in the interests of compromise and settlement, that the amount added to the Price in Exhibit 9, Section VI (2) "Phase 2" is the full amount due for, and the Contractor hereby waives any Claims related to, any

and all new Work added by this CCA#3, including but not limited to any additional compensation for project management, through Full System Acceptance, as a result of any and all new Work added by this CCA#3. Provided, however, the Parties further agree that this compromise and settlement does not apply to, and shall not be construed as a controlling precedent for, any subsequent Change Orders.

#### **4.0 Other Terms and Conditions**

4.1 The following definitions shall apply to this Change Agreement.

- a. "Claims" means any claims, demands, suits, actions, Damages, expenses (including attorneys' fees and related costs whether or not litigation is commenced) and liabilities of any kind ("Claims"),
- b. "Damages" means any direct and indirect damages, including but not limited to increased direct and indirect costs, overhead, losses, delayed revenue receipts, loss of use, loss of time, loss of goodwill, inconvenience, commercial loss, lost profits or anticipated business savings, wasted management time or other indirect, incidental or consequential damages.
- c. "Future Delay(s)" means failure to timely complete a task with a "Finish" date after September 26, 2007(effective date of CCA#3), as specified in the New Project Schedule attached to this Agreement.
- d. "Past Delay(s)" means delay experienced prior to and through September 26, 2007(effective date of CCA#3);
- e. "Schedule Change" means the changes to the Project Schedule that are encompassed in the New Project Schedule that is attached to this Contract Change Agreement #3 in a high level outline and is subsequently approved by the Agencies in a consistent, fully-detailed version pursuant to Section 5.1 of Amendment Twenty-three, attached hereto as CCA#3-Attachment A, including (a) any Past Delays; (b) any changes in the time for the total Project Schedule, each Project and Payment Milestone and/or each listed task or activity; and (c) the past, present and future effects of Past Delays and said changes in the Project Schedule, including but not limited to any impacts, cumulative impacts, ripple effects, use of different means or methods, increased levels of effort, added resources, changed sequences, compressions, accelerations, demobilizations, inefficiencies, disruptions and other effects on the Contractor of same. The term "Schedule Change" does not include Future Delays and the impacts of Future Delays.

4.2 The Contractor, for and on behalf of itself, its parent corporation and their subcontractors, suppliers and any other person or entity supplying work or materials to the RFCS Project through them, forever and unconditionally releases and forever discharges the Agencies, each of them and their respective officials, employees, contractors and agents, from any and all Claims, known or unknown, arising out of, or related to, this Contract Change Agreement #3, its Attachments, the Schedule Change included therein, and any actual or constructive changes that occurred or began prior to the date of this Change Agreement. Without limiting the foregoing, this release and discharge shall include Claims for adjustment of time and compensation asserting that the Schedule Change caused or contributed to Damages. Provided, however, this release and discharge does not apply to Claims based on a Future Delay. Notwithstanding the Contractor's release of Claims as provided herein, in the event the Agencies do not execute a release and assert their Claims, as described in Section 4.5, the Contractor, for and on behalf of itself, its parent corporation and their subcontractors, suppliers and any other person or entity supplying work or materials to the RFCS Project through them, reserves the right to use Agency-Caused Past Delays as offsets and/or defenses against any such Agency Claims, but agrees that Contractor may not obtain a net judgment based on such offsets and/or defenses.

4.3 The Contractor is responsible for negotiating and satisfying any and all subcontractor claims arising out of the Schedule Change on a full and final basis and shall defend, indemnify and hold harmless the Agencies from all such claims.

4.4 As provided in the Contract, the Agencies' approval of the New Project Schedule shall not constitute approval or acceptance of the Contractor's means, methods, sequencing, logic, order, precedence and succession of activities or Contractor's ability to complete the Work in a timely manner. This release and discharge does not apply to, and the Contractor remains responsible for, any mistakes, errors or omissions in any schedule, including, but not limited to, mistakes, errors or omissions of logic, order, precedence, and duration, except to the extent that any such mistakes, errors or omissions arise from information provided by the Agencies and except to the extent Contractor's performance is otherwise excused under the terms of the Contract.

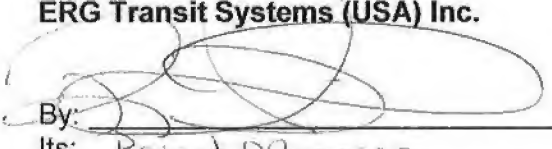
4.5 The Agencies hereby reserve all Claims, rights and remedies they may have under the Contract or at law except to the extent provided in any previous written waiver and release. Provided, however, if the Contractor has done all things necessary to be issued a Notice of Apparent Completion (NAC) for the completion of Full System Acceptance by August 21, 2009, or such longer date resulting from agency-caused delay or a signed Change Order, the Agencies shall execute a release of any Claims they may have against the Contractor arising out of, or related to, this Change Agreement, its Attachments, and the Schedule Change included therein. In any event, however, said release and discharge would not apply to Claims based on a Future Delay.

4.6 Except as provided in Section 4.2, nothing in this Change Agreement shall be construed as a waiver, release or discharge of any party's rights under the Contract or at law with regard to another party's performance of its obligations under the Contract.

4.7 Except as expressly provided in this Change Agreement and its attachments, or in other executed Amendments and Change Orders, the provisions of the Contract shall remain in full force and effect without change, including but not limited to the provisions of Section 3.1-26, "Project Schedule for System Development Work", Section 3.1-27, "Progression of System Development Work", Section 3.1-33. "Contract Claims", and Section 3.1-34, "Dispute Review Board."

IN WITNESS WHEREOF, the parties hereto have executed this Contract Change Agreement #3.

**ERG Transit Systems (USA) Inc.**

By:   
Its: Project Manager  
Date: September 26, 2007

**Central Puget Sound Regional Transit Authority**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**King County**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**Pierce County Public Transportation Benefit Area**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**City of Everett**

By: \_\_\_\_\_  
Ray Stephanson, Mayor, or His Designee  
Date: \_\_\_\_\_

ATTEST:

By: \_\_\_\_\_  
Sharon Marks, City Clerk  
Date: \_\_\_\_\_

APPROVED AS TO FORM:

By: \_\_\_\_\_  
Elmer E. "Ned" Johnston, City Attorney  
Date: \_\_\_\_\_

**Kitsap County Public Transportation Benefit Area**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

4.7 Except as expressly provided in this Change Agreement and its attachments, or in other executed Amendments and Change Orders, the provisions of the Contract shall remain in full force and effect without change, including but not limited to the provisions of Section 3.1-26, "Project Schedule for System Development Work", Section 3.1-27, "Progression of System Development Work", Section 3.1-33. "Contract Claims", and Section 3.1-34, "Dispute Review Board."

IN WITNESS WHEREOF, the parties hereto have executed this Contract Change Agreement #3.

**ERG Transit Systems (USA) Inc.**

By: [Signature]  
Its: Project Manager  
Date: September 21, 2007

**Central Puget Sound Regional Transit Authority**

By: [Signature]  
Its: CEO  
Date: 10-8-07

**King County**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**Pierce County Public Transportation Benefit Area**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**City of Everett**

By: \_\_\_\_\_  
Ray Stephanson, Mayor, or His Designee  
Date: \_\_\_\_\_

ATTEST:

By: \_\_\_\_\_  
Sharon Marks, City Clerk  
Date: \_\_\_\_\_

APPROVED AS TO FORM:

By: \_\_\_\_\_  
Elmer E. "Ned" Johnston, City Attorney  
Date: \_\_\_\_\_

**Kitsap County Public Transportation Benefit Area**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

4.7 Except as expressly provided in this Change Agreement and its attachments, or in other executed Amendments and Change Orders, the provisions of the Contract shall remain in full force and effect without change, including but not limited to the provisions of Section 3.I-26, "Project Schedule for System Development Work", Section 3.I-27, "Progression of System Development Work", Section 3.I-33. "Contract Claims", and Section 3.I-34, "Dispute Review Board."

IN WITNESS WHEREOF, the parties hereto have executed this Contract Change Agreement #3.

**ERG Transit Systems (USA) Inc.**

By: [Signature]  
Its: Project Manager  
Date: September 16, 2011

**Central Puget Sound Regional Transit Authority**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**King County**

By: [Signature]  
Its: General Manager  
Date: 10/2/11

**Pierce County Public Transportation Benefit Area**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**City of Everett**

By: \_\_\_\_\_  
Ray Stephanson, Mayor, or His Designee  
Date: \_\_\_\_\_

**ATTEST:**

By: \_\_\_\_\_  
Sharon Marks, City Clerk  
Date: \_\_\_\_\_

**APPROVED AS TO FORM:**

By: \_\_\_\_\_  
Elmer E. "Ned" Johnston, City Attorney  
Date: \_\_\_\_\_

**Kitsap County Public Transportation Benefit Area**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

4.7 Except as expressly provided in this Change Agreement and its attachments, or in other executed Amendments and Change Orders, the provisions of the Contract shall remain in full force and effect without change, including but not limited to the provisions of Section 3.I-26, "Project Schedule for System Development Work", Section 3.I-27, "Progression of System Development Work", Section 3.I-33. "Contract Claims", and Section 3.I-34, "Dispute Review Board."

IN WITNESS WHEREOF, the parties hereto have executed this Contract Change Agreement #3.

**ERG Transit Systems (USA) Inc.**

By: [Signature]  
Its: Project Manager  
Date: September 16, 2009

**Central Puget Sound Regional Transit Authority**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**King County**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**Pierce County Public Transportation Benefit Area**

By: [Signature]  
Its: Chief Executive Officer  
Date: 10/5/07

**City of Everett**

By: \_\_\_\_\_  
Ray Stephanson, Mayor, or His Designee  
Date: \_\_\_\_\_

ATTEST:

By: \_\_\_\_\_  
Sharon Marks, City Clerk  
Date: \_\_\_\_\_

APPROVED AS TO FORM:

By: \_\_\_\_\_  
Elmer E. "Ned" Johnston, City Attorney  
Date: \_\_\_\_\_

**Kitsap County Public Transportation Benefit Area**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_



4.7 Except as expressly provided in this Change Agreement and its attachments, or in other executed Amendments and Change Orders, the provisions of the Contract shall remain in full force and effect without change, including but not limited to the provisions of Section 3.I-26, "Project Schedule for System Development Work", Section 3.I-27, "Progression of System Development Work", Section 3.I-33. "Contract Claims", and Section 3.I-34, "Dispute Review Board."

IN WITNESS WHEREOF, the parties hereto have executed this Contract Change Agreement #3.

**ERG Transit Systems (USA) Inc.**

By: [Signature]  
Its: Project Manager  
Date: September 21, 2007

**Central Puget Sound Regional Transit Authority**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**King County**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**Pierce County Public Transportation Benefit Area**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**City of Everett**

By: [Signature: Ray Stephanson]  
Ray Stephanson, Mayor, or His Designee  
Date: 10-23-07  
ATTEST [Signature: Sharon Marks]  
By: Sharon Marks, City Clerk  
Date: 10/23/07

**APPROVED AS TO FORM:**

By: [Signature: Elmer E. "Ned" Johnston]  
Elmer E. "Ned" Johnston, City Attorney  
Date: 22 OCT '07

**Kitsap County Public Transportation Benefit Area**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

4.7 Except as expressly provided in this Change Agreement and its attachments, or in other executed Amendments and Change Orders, the provisions of the Contract shall remain in full force and effect without change, including but not limited to the provisions of Section 3.I-26, "Project Schedule for System Development Work", Section 3.I-27, "Progression of System Development Work", Section 3.I-33. "Contract Claims", and Section 3.I-34, "Dispute Review Board."

IN WITNESS WHEREOF, the parties hereto have executed this Contract Change Agreement #3.

**ERG Transit Systems (USA) Inc.**

By: [Signature]  
Its: Project Manager  
Date: September 14, 2007

**Central Puget Sound Regional Transit Authority**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**King County**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**Pierce County Public Transportation Benefit Area**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**City of Everett**

By: \_\_\_\_\_  
Ray Stephanson, Mayor, or His Designee  
Date: \_\_\_\_\_

ATTEST:

By: \_\_\_\_\_  
Sharon Marks, City Clerk  
Date: \_\_\_\_\_

APPROVED AS TO FORM:

By: \_\_\_\_\_  
Elmer E. "Ned" Johnston, City Attorney  
Date: \_\_\_\_\_

**Kitsap County Public Transportation Benefit Area**

By: [Signature]  
Its: EXEC DIR  
Date: 10/2/07

**Washington State Ferries, Washington  
State Department of Transportation**

By: W. Michael Anderson  
Its: Executive Director  
Date: October 4, 2007

**Snohomish County Public  
Transportation Benefit Area**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**Washington State Ferries, Washington  
State Department of Transportation**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**Snohomish County Public  
Transportation Benefit Area**

By: Laura Stanger  
Its: CEO  
Date: 10/18/07

## **CCA#3-Attachment A**

### **Amendment Twenty-Three to the Contract for the Design, Implementation, Operation and Maintenance of the Regional Fare Coordination System**

This Amendment Twenty-three to the Contract for the Design, Implementation, Operation and Maintenance of the Regional Fare Coordination System is entered into by and between ERG Transit Systems (USA) Inc, a California corporation and wholly owned subsidiary of ERG Limited, an Australian corporation, (hereinafter referred to as the "Contractor") and each of the following seven public transportation agencies (hereinafter referred to individually as an "Agency" or collectively as the "Agencies"):

1. Central Puget Sound Regional Transit Authority ("Sound Transit")
2. King County ("King County")
3. Kitsap County Public Transportation Benefit Area ("Kitsap Transit")
4. Pierce County Public Transportation Benefit Area ("Pierce Transit")
5. Snohomish County Public Transportation Benefit Area ("Community Transit")
6. City of Everett ("Everett")
7. State of Washington, acting through the Washington State Department of Transportation, Washington State Ferries Division ("WSF")

#### **Recitals**

A. Effective April 29, 2003, each of the Agencies and the Contractor entered into Contract #229944 ("Contract") to implement a Regional Fare Coordination System ("RFC System") to establish a common fare system utilizing smart card technology. The Contractor is responsible for the development, implementation, operation and maintenance of the RFC System as specified in the Contract.

B. In order to establish a new Project Schedule and provide for other changes for Phase 2 implementation, the Agencies and the Contractor have entered into that certain Contract Change Agreement #3 dated September 26, 2007. This Amendment Twenty-three is attached to, and adopted by, the Agencies and the Contractor as part of said Contract Change Agreement #3.

## **Amendment**

NOW, THEREFORE, in consideration of the mutual covenants contained herein, the sufficiency of which is hereby acknowledged, the Agencies and the Contractor hereby agree to amend the Contract as follows:

### **1.0 System Security**

Section 3.I-11, Security of RFC System, is hereby amended to read as follows:

#### **3.I-11 Security of RFC System**

11.1 Contractor shall maintain the security of the RFC System, including security for all computer systems, information and monetary transactions, in accordance with the professional standards of persons and firms with specialized knowledge, expertise and experience who are leading designers and providers of systems, software and hardware used in the automated smart card fare payment industry. Such security shall include, without limitation: (i) maintaining physical security of the RFC System, to ensure that no unauthorized person shall have access to the RFC System; (ii) creating firewalls, password protections, and other appropriate measures to protect against unauthorized access to the RFC System or to Customer information by Contractor's employees, Agency employees or third parties; (iii) protecting against penetration of security and manipulation of customer account data by Contractor's personnel, Agency personnel or third parties; and (iv) additional security measures as specified in the Services and Equipment Specifications in Divisions II and III.

11.2 Contractor shall update its security procedures as technology and security threats evolve to provide security capabilities at all times that are in accordance with the professional standards of persons and firms with specialized knowledge, expertise and experience who are leading designers and providers of systems, software and hardware used in the automated smart card fare payment industry.

11.3 Contractor shall have its security procedures and physical facilities audited by a qualified, nationally recognized firm, and Contractor shall take such actions as may be identified in such audit as necessary to comply with the professional standards of persons and firms with specialized knowledge, expertise and experience who are leading designers and providers of systems, software and hardware used in the automated smart card fare payment industry. The Contractor's initial security audit shall consist of the following tasks at a minimum:

- a. by September 30, 2005: a review of CDRL 31 with an assessment of its adequacy and conformance with industry best practices; a review and assessment of the Contractor's existing security measures at its facilities operating the Translink system;
- b. by October 31, 2005: a detailed plan and description of the testing that will be conducted as specified in 11.3(c) below;
- c. as part of the SIT Part 1 End-to-End Testing of the RFCS (to be completed by July 27, 2006), intrusion and other security auditing activities as agreed by ERG and the Agencies.

The Contractor shall complete a second audit no later than May 31, 2007, and then shall conduct such audits by May 31 annually thereafter. The scope of work for each audit shall be submitted to the Contractor Administrator for review prior to the commencement of the audit and said work shall include but not be limited to assessing whether the actions identified in the prior audit have been taken. Subject to the confidentiality provisions of this Contract, Contractor shall direct the auditor to provide the Contract Administrator with a copy of the final report of such audit within forty-five (45) days after it is completed.

11.4 The Contractor shall report to the Contract Administrator any unauthorized use of the RFC System or unauthorized disclosure of RFCS-related data within forty-eight (48) hours after the Contractor becomes aware of such use or disclosure. In such event, the Contractor shall take such further steps as may reasonably be requested by the Contract Administrator to prevent further unauthorized use of the RFCS or data related thereto.

11.5 At all times, the Contractor shall maintain the security of the collection and clearinghouse operations in accordance with this Contract, applicable legal and regulatory requirements, and in accordance with the professional standards of persons and firms with specialized knowledge, expertise and experience who are leading designers and providers of systems, software and hardware used in the automated smart card fare payment industry.

## **2.0 System Backup and Disaster Recovery/Business Resumption Plan**

Section 3.I-13, "System Backup and Disaster Recovery/Business Resumption Plan" is hereby amended to read as follows:

### **3.I-13.1 System Backup and Disaster Recovery/Business Resumption Plan"**

13.1 In accordance with the Contract Document Requirements List provided in Section 6.II-11.6.1.1, the Contractor shall submit to the Contract Administrator a

comprehensive System Backup and Disaster Recovery/Business Resumption Plan. The Plan shall include, but is not limited to, the following elements:

- a. A detailed explanation of protections in place at the central clearinghouse facility to protect against and mitigate the adverse impacts of power and/or communications failures, catastrophic events, or other disasters, including all on-site and remote data storage and backup procedures;
- b. A detailed explanation of the Contractor's compliance with the technical specifications for data backup and recovery provided in this Contract including, but not limited to, Sections 6.II-5.2.8 Database Management, 6.II-8.2.3 Network Management, 6.III-1.4 Data Backup and Recovery, and 6.III-3.8 FTP – Additional Security;
- c. A detailed description of the Disaster Recovery Center (DRC) which the Contractor will set up and maintain as a back-up site for the central clearinghouse facility. The DRC shall be in a location as approved by the Agencies (such approval shall not be unreasonably withheld or delayed) and is geographically separate from, and not subject to the same risks as, the location where the clearinghouse's production equipment is regularly operated. The description shall include (i) the location of the facility; (ii) the number of anticipated personnel to be located at the facility should its full operation become necessary; (iii) how the facility will be mobilized and operated; and (iv) a schedule and description of periodic, complete tests of readiness for such facility;
- d. A detailed description of the tools, processes and procedures required to activate the Business Recovery Center. All tools, processes and procedures shall be provided to the entity responsible for facility activation;
- e. Whether the Contractor plans to contract with a third party to activate and operate the Business Recovery Center. Such provision of services by a third party shall be subject to the approval of the Agencies, and shall require the third party to take reasonable steps to maintain the confidentiality of all software and data; and
- f. A detailed description of procedures to be followed by the Contractor in the event that a power and/or communications failure, catastrophic event, or other disaster occurs either locally in the Puget Sound region or at the contractor's production server location. Such procedures shall include a description of the conditions for Disaster Recovery Center activation, and shall describe specific activation processes.

13.2 Not later than the date of commencement of the BETA Test, the Contractor shall have set up and rendered operational a facility in the Agency-



approved location that is capable of replicating centralized services and data related to the operation of the RFC System. Prior to the Milestone of "Completion of Complete System Commissioning," the Contractor shall provide to the Agencies an updated System Backup and Disaster Recovery/Business Resumption Plan and otherwise document compliance with the updated Plan for which the Agencies have issued a NAC. Subject to agreement by the Parties on a subsequent Change Order, the Contractor shall conduct a demonstration of the ability to provide RFCS functionality from the DRC.

13.3 Contractor shall notify the Contract Administrator within four (4) hours of a power and/or communications failure, catastrophic event, or other disaster.

13.4 In the event that a power and/or communications failure, catastrophic event, or other disaster prevents operations at the central clearinghouse facility and/or disrupts communications to the RFCS, the Contractor shall:

- a. Immediately and automatically place the RFCS components in off-line operation such that fare sales and collection can continue without interruption;
- b. Within twenty-four (24) hours, activate the Disaster Recovery Center and provide all RFCS on-line and off-line functionality with the exception of second tier customer service;
- c. Within twenty-four (24) hours, provide Contractor-employed staff on-site to verify correct operation of the Disaster Recovery Center. Within this period the Contractor shall also assume on-going operation of the Disaster Recovery Center until such time as the central clearinghouse and full system operation is restored; and
- d. Within thirty (30) days, restore full clearinghouse and system operation.

### **3.0 Deliverable Review Times**

Section 3.1-27.5 is amended to add the following "Section 3.1-27.5 (Phase 2)."  
This Agreement shall not be construed as altering the review time periods for any other Agency reviews, which shall remain as provided in the Contract unless otherwise modified in writing.

3.I-27.5 (Phase 2) Except as provided in Section 3.I-27.6 or otherwise agreed by the Parties in writing, the following submittal and review process shall apply to the Document Revisions and other Phase 2 deliverables specified as required contract documents in Figure II-11.6. Each deliverable submittal or resubmittal shall be submitted to the Contract Administrator and consist of nine (9) hard copies of the deliverable and nine (9) copies in CD ROM format, unless otherwise specified in this Contract for certain deliverables. The hard copies provided by the Contractor shall be printed on 8 1/2" x 11" standard letter-size paper or 8 1/2" x 14" legal-size paper unless otherwise agreed to by the Contract Administrator.

a. Unless otherwise specified, the Contractor shall submit a deliverable at least fifty-four (54) days in advance of the scheduled completion date for said deliverable specified in the approved Baseline Project Schedule. Provided, however, satisfaction of this submittal deadline shall not relieve the Contractor of its obligation to complete the task by the date specified in the approved Baseline Project Schedule.

b. For the first 21 days after receipt of the deliverable, the Agencies will review and prepare questions/comments for discussion. Between 22 and 25 days after the Contractor submits the copies of the deliverable to the Contract Administrator, the parties' representatives shall meet to discuss the deliverable. All meetings shall be held in the Seattle area unless otherwise agreed by the Contract Administrator. The Contractor shall be represented at each such meeting by personnel with sufficient technical knowledge and expertise to address all aspects and contents of the deliverable.

c. If the deliverable has been satisfactorily completed in accordance with the provisions of the Contract Documents (hereinafter, "Contract requirements"), the Contract Administrator shall issue a Notice of Apparent Completion ("NAC"). If the deliverable has not been satisfactorily completed in accordance with the Contract requirements, the Contract Administrator shall provide written comments to the Contractor no later than thirty (30) days after submission of the deliverable. If the deliverable requires revision, the Contractor shall submit a revised deliverable within nine (9) days after receipt of the written comments.

d. If the deliverable has not been satisfactorily completed in accordance with the Contract requirements, the Contract Administrator (on behalf of the Agencies) may require further iteration(s) of the deliverable from the Contractor. If further iterations are required, the Contract Administrator will provide, within ten (10) days of receipt of the last version, written

comments on the aspects of the deliverable which the Agencies do not regard as satisfactorily completed in accordance with the Contract requirements. The Contractor shall continue to modify and submit the deliverable within five (5) days after receiving Agency comments until the deliverable has been satisfactorily completed in accordance with the Contract requirements, at which point the Contract Administrator shall issue a NAC.

e. If the parties disagree as to whether a deliverable has been satisfactorily completed in accordance with the Contract requirements, the Contractor may submit the issue to the Dispute Review Board in accordance with Section 3.1-34 of this Contract.

f. If the Contractor is not issued a NAC for a deliverable by the date specified for completion in the approved Baseline Project Schedule, the Agencies, in addition to any other remedies, may withhold up to 50% of any project management and other payments due for any Work, with no interest accruing thereon, until the deliverable has been satisfactorily completed in accordance with the Contract requirements, at which point a NAC shall be issued for the deliverable.

#### **4.0 Payment Procedures**

4.1 Section 3.1-76.3.1, "Payment Caps," is amended to read as follows:

##### **76.3.1 Payment Caps**

Notwithstanding any other provisions of this Contract except Section 3.1-76.3.9 below, the total of all payments made to the Contractor, including but not limited to the Project Management and Performance Security payments, shall be limited as follows:

a. From the Notice to Proceed through the Beta Test Acceptance Milestone Payment, the Agencies shall pay no more than 55% of the total of all payments due under the Contract through Full System Acceptance.

b. Once the 55% cap is reached, the Agencies shall pay no more until the successful achievement of the "Completion of Complete System Commissioning" Milestone for all the Agencies' equipment, in accordance with Section 6.II-11.4.5 and Change Order 26, Section 3.0. Once that Project Milestone is reached, payments otherwise due shall be made but no more than 65% of the total of all payments due under the Contract through Full System Acceptance (except monthly operating fees under Section 76.3.9) shall be paid prior to Full System Acceptance.

4.2 Section 3.I-76.3.5, "Equipment," is amended to read as follows:

**76.3.5 Equipment**

- a. The price for each type of equipment provided through Full System Acceptance shall be the price specified in Exhibit 9, Section II based on the estimated total quantity for all Agencies specified in Appendix A for each type of equipment.
- b. Payment for equipment provided (delivered, installed and operating) under Phase I and covered by the Beta Test will be payable upon Beta Test Acceptance. Provided, however, King County and King County operated Sound Transit equipment provided (delivered, installed and operating) prior to Beta Test Acceptance but not covered by the Beta Test shall be payable at the same time as that equipment specified below in Section 76.3.5(c).
- c. For King County Metro ONLY, payment for its equipment purchased (delivered, installed and operating) after Beta Test Acceptance will be payable upon successful completion of complete system commissioning for all the Agencies' equipment in accordance with section 6.II-11.4.5, "System Commissioning". Provided, however, upon the parties signing of CCA #3 by September 26, 2007, King County Metro (KCM) will pay \$1M for certain units (to be determined) of Phase 2 On-board equipment quantities, which payment would not otherwise be due until Contractor achieves the Milestone for "Completion of Complete System Commissioning." (The Contractor agrees that such payment will have no effect on warranty for KCM equipment and nothing will be construed as reducing or limiting the Contractor's obligations under the Contract to maintain such equipment without additional compensation through Full System Acceptance and thereafter during the Warranty Period.)
- d. For all other Agencies, full payment for their equipment purchased (delivered, installed and operating) after Beta Test Acceptance will be payable upon Full System Acceptance (*"Full System Acceptance" is defined in 6.II.11(g)*).
- e. for Washington State Ferries ONLY, payment for one hundred percent (100%) of its Gate Adaption Kits (GAK) hardware as specified in Exhibit 9, Section II I., and delivered to WSF is payable upon completion of Beta Test Readiness Acceptance. The GAK hardware includes, but is not limited to, the GAK Fare Processor and Target.

4.3 Section 76.3.8, "Training" is amended to read as follows:

**76.3.8 Training**

- a. The training materials (CDRL 29), operations manuals (CDRL 34) and maintenance manuals (CDRL 35) were incomplete and otherwise deficient for the Beta Readiness Milestone. In light of these deficiencies, the Parties agree that only \$121,000 (50% of the Contract price of \$242,000 specified in Contract Exhibit 9, Section VII, for training course development) shall be payable upon issuance of a NAC for Beta Test Acceptance. During Phase 2, at no additional cost to the Agencies, the Contractor shall provide the required training videos (or other media) and update the operations manuals, maintenance manuals, and Agency-customized training materials to include: technical updates; lessons learned during the Beta Test; and additional content that was omitted in

the current versions but is critical to the student's ability to comprehend the materials and prepare them for daily system operations.

b. The videos (or other media) and revised manuals and materials shall be submitted in accordance with the new Project Schedule and the process for Agency review and issuance of NACs provided in change Order 26. . These videos (or other media), manuals and training materials shall thereafter be updated to reflect any design changes arising out of Phase 2 FAT, SIT and RTB user testing. The remaining \$121,000 shall be due and payable upon Full System Acceptance provided a NAC has been issued for said videos (or other media), manuals and training materials.

c. Regarding training sessions, the Parties agree that only \$105,875 (50% of the total price of \$211,750 reflected in the Training Sessions Matrix attached as Exhibit A to the "Agreement for Issuance of Conditional Notice of Apparent Completion (NAC) for Beta Test Readiness Milestone") shall be payable upon issuance of a NAC for Beta Test Acceptance. The remaining balance of \$105,875, shall be due and payable upon Full System Acceptance provided a NAC has been issued for all Phase 2 training sessions.

d. During Phase 2, at no additional cost to the Agencies, the Contractor shall:

a. Conduct a "dry-run" of all Phase 2 training sessions for a focus group of Agency trainers in order to ensure that the Contractor's trainers, course content, devices and materials are satisfactory before Agencies mobilize their personnel for training activities.

b. Conduct the Remedial Training Sessions, as identified in Exhibit B attached to the "Agreement for Issuance of Conditional Notice of Apparent Completion (NAC) for Beta Test Readiness Milestone," no later than sixty (60) days prior to the commencement of the applicable Agency-delivered training classes.

c. Provide a subject matter expert (SME) who is knowledgeable and experienced in the subject matter to either instruct or fully participate in the instruction of each Remedial Training session as referenced in (b) above. This person shall be fully knowledgeable of the RFCS System, the key learning objectives of the subject, and the relevancy of the subject matter to the operations of the RFC System.

d. Provide at each Agency's facilities demonstration equipment and/or systems that fully and accurately replicate RFCS functionality for each course as appropriate to support a "hands on" learning experience, and ensure that the student can perform all business functions in an operating environment. (NOTE – per Contract Change Agreement #2, Section 2.0 (a), the Customer Service Terminal Training Mode must be completed and operational on actual CST terminals prior to the first date of train-the-trainer activities in Phase 2.)

4.4 A new section, Section ~~76.3.12~~ <sup>76.3.13</sup>, "Phase 2 Development and Testing Period" is amended to read as follows:

#### 76.3.10 Phase 2 Development and Testing Period

The Agencies shall pay a monthly lump-sum amount of \$25,035 to the Contractor in full and complete payment for the Contractor providing access to the RTB, the "live" RFCS system, and related services, all in accordance with Section 6.11- 11.7.2(b), during the Phase 2 Development and Testing period. Said monthly charge will commence thirty days (30) prior to the first RFCS Release being made available for user testing in the

RTB in March of 2008, with a pro rata reduction for any days in a month prior to the start of the thirty (30) days. Except as provided below, the monthly charge will be due for each month thereafter that such facilities, systems and services are satisfactorily provided until the end of the month following the final RFCS Release passing user testing in the RTB. Provided, however, said monthly charge shall not be due for:

- a. a month in which the RTB was not accessible as needed by the Agencies; or
- b. a month in which the Production System was not fully operating and available for Agency use on at least 18 Agency business days; or
- c. any added month beyond the total number of months allocated in the approved Schedule between the month prior to the first RFCS Release entering the RTB and the month following final RFCS Release passing user testing in the RTB, unless such an additional month is due to an Agency-caused delay or resulting directly from an agreed Change Order.

The Contractor may invoice the Agencies for said monthly charge upon the first RFCS Release having passed user testing in the RTB and thereafter, on not more often than a monthly basis.

## **5.0 Project Schedule**

5 The Parties agree to the "High Level" Phase 2 Schedule attached hereto and made a part hereof as "Amendment 23--Appendix A." The Contractor shall provide a more detailed version of said "High Level" Phase 2 Schedule for the Agencies' review and approval at the same time the Overall RFCS Release Plan is submitted but not later than October 22, 2007. At a minimum, this second version shall add the following activities and their respective start dates, finish dates and relationships to the other activities:

- A. add FAT Report delivery & review
- B. add SIT Report delivery & review
- C. add task for delivery & finalization of "As Built" Documents Change Request
- D. add Complete System Commissioning Plan delivery & review
- E. add Complete System Commissioning Report delivery & review
- F. add detailed tasks for each 54 day document review/approval process task
- G. add card rollout tasks: (1) Card forecast due from agencies; (2) Card graphic design due from agencies; and (3) ERG card order submitted to vendor.
- H. update all agency training tasks to appear in schedule such that the end of training is prior to go-live.

Within fifteen (15) days after this second version of the "High Level" Phase 2 Schedule is submitted, the Contractor shall provide in CD format for Agency review and approval a fully-detailed new Project Schedule, consistent with the expanded October 2007 version of "Amendment 23--Appendix A", that will become the new Exhibit 8, Project Schedule. Provided, however, the Parties acknowledge that this new Project schedule will not necessarily reflect actual start and/or finish dates that have occurred prior to this Amendment.

## 6.0 Price Schedule

Exhibit 9, Price Schedule, Section VI(2), is amended to read as follows:

### 2. PHASE 2 (after Beta Test Acceptance)

<p><b>A. DESIGN, DEVELOPMENT AND TESTING</b></p> <p>This fixed price constitutes the full amount due for all the Work arising from the Phase 2 Revisions as identified in Change Order 26, Section 4 (CCA#3-Attachment B), including but not limited to: all design, development, testing related to the DEVIs and all revisions needed to implement the functionality identified in the RFIs attached to said Change Order 26; all project management, through Full System Acceptance, arising from any and all new Work added by said Change Order 26; and any revisions to, and production of, manuals and training materials to reflect the new Work added by said Change Order 26.</p> <p>For the Agencies' internal cost allocation purposes only, the fixed price is allocated as follows:</p> <p>Regional Costs: \$542,707</p> <p>Agency-specific Costs: \$434,480 consisting of the following:</p> <p>CT/ET/KCM/PT-specific: \$18,430</p> <p>KCM-specific: \$18,028</p> <p>ST-specific: \$16,417</p> <p>WSF-specific: \$381,605</p>	<p><b>\$1,917,654</b></p>
<p><b>B. ACCEPTANCE TESTING</b></p>	<p><b>\$556,502</b></p>
<p><b>TOTAL (B):</b></p>	<p><b>\$2,474,156</b></p>
<p><b>GRAND TOTAL (A + B)</b></p>	<p><b>\$13,659,691</b></p>

## **CCA#3-Attachment B**

### **CHANGE ORDER NO. 26**

This agreed Change Order to Contract #229944 (Change Order) is entered into by and between ERG Transit Systems (USA) Inc, a California corporation and wholly owned subsidiary of ERG Limited, an Australian corporation, (hereinafter referred to as the "Contractor") and each of the following seven public transportation agencies (hereinafter referred to individually as an "Agency" or collectively as the "Agencies"):

1. Central Puget Sound Regional Transit Authority ("Sound Transit")
2. King County ("King County")
3. Kitsap County Public Transportation Benefit Area ("Kitsap Transit")
4. Pierce County Public Transportation Benefit Area ("Pierce Transit")
5. Snohomish County Public Transportation Benefit Area ("Community Transit")
6. City of Everett ("Everett")
7. State of Washington, acting through the Washington State Department of Transportation, Washington State Ferries Division ("WSF")

#### **Recitals**

A. Effective April 29, 2003, each of the Agencies and the Contractor entered into Contract #229944 ("Contract") to implement a Regional Fare Coordination System ("RFC System") to establish a common fare system utilizing smart card technology. The Contractor is responsible for the development, implementation, operation and maintenance of the RFC System as specified in the Contract.

B. This Change Order #26 is attached to, and adopted by, the Agencies and the Contractor as part of Contract Change Agreement #3.

#### **Agreement**

The Agencies and the Contractor hereby agree to amend the Contract as follows:

##### **1.0 Change to Section 6.II-11.4.3.2**

Sec. 11.4.3.2 is amended to read as follows:



#### 6.II-11.4.3.2 RFCS Test Bed

a. The Contractor shall provide a test-bed located in the Puget Sound Area. Equipment representing each Agency's equipment and configuration shall be assembled in a single test-bed ("RFCS test-bed") to permit interconnection to simulate the overall RFCS configuration and operation. The RFCS test-bed shall be used to perform, among other things, device testing, device interface and integration testing, including systems integration, and configuration data testing and administration.

It is not required that the Central System or DACS which support financial and operational data processing be co-located at this site, but it must be possible to interconnect to them using the telecommunications processes to be used in the installed system environment. The RFCS central system (clearinghouse, servers and associated systems and networks) shall be connected to the test bed to support full operation of all systems and subsystems in the RFCS test bed. The RFCS testbed also includes the devices, connections and network that enable Washington State Ferries (WSF) to remotely access an RFCS Release in the testbed in order to test it in conjunction with other WSF hardware and software that are integrated with the RFCS.

b. The test-bed shall be established prior to the commencement of System Integration Testing. Each Agency's actual equipment shall also be utilized in the RFCS test-bed to perform end-to-end testing prior to delivery of said Agency equipment to Agency facilities.

c. The Contractor shall be responsible for the test-bed environment until completion of Contract.

The test-bed shall remain operational through the duration of the Contract and shall be updated to reflect any changes to the devices, software, system configuration and/or configuration data.

## 2.0 Change to Section 6.II-11.4.7.1

Section 6.II-11.4.7.1 is amended to read as follows:

### 11.4.7.1 Acceptance Testing Settling In Period

The initial period of time following the completion of the Phase II Milestone of "Completion of Complete System Commissioning" shall be designated as the Acceptance Testing Settling In period. The Contractor shall archive data created during development and testing so that the Settling-in period shall commence with clean databases.

(a) The Acceptance Testing Settling In period will last for at least thirty (30) days prior to beginning Acceptance Testing. During the Acceptance Testing Settling In

period, all areas of the RFCS System will be available for the Agencies' use, including performing all production functionality and conducting training.

(b) During the Acceptance Testing Settling In period a failure review test process shall be established (CDRL 20) by the Failure Review Team.

(c) At the end of the Acceptance Testing Settling In period the Mean Transactions Between Failures (MTBF) for high transaction volume equipment of the same type shall be not less than 40% of the MTBFs presented in Division III for each type of RFCS equipment.

(d) For equipment of the same type in a low transaction volume environment, the mean operating hours between failures (MOHBF) in a group shall be not less than 40% of the mean hours between failures presented in Division III for each type of RFCS equipment.

(e) If at the end of the Acceptance Testing Settling In period the above MTBF and mean operating hours between failures (MOHBF) criteria are not met, then the reliability of the equipment shall be monitored until these criteria are met for thirty (30) consecutive days.

(f) Acceptance testing shall not commence until the MTBF and MOHBF requirements in (c) and (d) above are met.

### **3.0 Contract Document Requirements List**

Section 6.II-11.6 is amended by adding the following to Figure II-11.6, "Contract Document Requirements List."

CDRL 43 Overall RFCS Release Plan

CDRL 44 Detailed RFCS Release Plan

### **4.0 New Section added to Section 6.II-11**

A new section, Section 6.II-11.7, is added as follows:

#### **6.II-11.7 Phase 2 Development and Testing Period**

The following provisions shall apply during the Phase 2 Development and Testing Period which is the period that begins with the commencement of Phase 2 and continues through the Milestone "Completion of Complete System Commissioning." The provisions in this Section 11.7 shall control in the event of any conflict with other provisions in the Contract.

#### **11.7.1 Definitions**

a. Hardware Revisions - any changes to the design or manufacture of ERG-supplied RFCS hardware, including but not limited to new hardware or peripherals, new or end-of-life

replacement components used in existing hardware, and any hardware that has been altered or modified.

b. Software Revisions – any changes to the design or coding of RFCS software or firmware, including but not limited to new software, software Updates, software Upgrades, or software changes or Modifications.

c. Document Revisions – any changes to the content, format or presentation of a document whether in electronic or paper format.

d. Phase 2 Revisions – Collectively, Hardware, Software and/or Document Revisions that will be provided in Phase 2 for use in Full System revenue service, including revisions listed in Section 2 and other revisions as may be agreed to by the Parties.

e. RFCS Release – Collectively, Hardware, Software and/or Document Revisions that are grouped together for the purpose of development, testing, and release into the RFCS test and production environments.

f. RTB – the Regional Testbed located in the Contractor's Seattle facility which includes all equipment, software and systems necessary to conduct end-to-end testing of the RFCS, except for banking interfaces, ACH file submission and settling with financial institutions. The RTB also includes the devices, connections and network that enable Washington State Ferries (WSF) to remotely access an RFCS Release in the RTB in order to test it in conjunction with other WSF hardware and software that are integrated with the RFCS.

g. RTB Test Period – The period of time that Agency staff have access to the RTB for the purpose of conducting user testing of an RFCS Release.

h. Overall RFCS Release Plan – a document listing all Phase 2 Revisions, assigning each RFCS Revision to an RFCS Release, and providing a schedule of all planned RFCS Releases.

i. Detailed RFCS Release Plan – a document issued prior to the commencement of work on a specific RFCS Release that lists all documents, test plans and test procedures to be utilized and/or revised as part of the development, testing and release of the RFCS Release, as well as a proposed schedule of RFCS Release and Document Revision activities (including the RTB Test Period agreed to for that RFCS Release).

j. RFCS Release Notes – a document provided with each RFCS Release describing the release content, application notes, and release instructions.

k. Onboard Equipment (OBE). Units of RFCS equipment installed onboard Agency coaches; the PFTP's, SAFTP's and GAK's installed at Sound Transit and at Washington State Ferries; and any of the above in Test/Training Rigs as defined below.

l. Test/Training Rigs. Units of Onboard Equipment provided to the Agencies for the purpose of testing/training outside of a bus or terminal.

m. Production System. The RFCS devices and systems to be utilized for operation of the RFCS in Phase 2, including equipment, networks and systems installed at/to Agency premises, and the RFCS clearinghouse and associated services. It is recognized that financial settlement and funds movement will occur with use of this system.

#### 11.7.2 Scope of Phase 2 (Revisions and System/Services)

- a. The Phase 2 Revisions shall consist of (a) the revisions required to resolve all Development Issues (DEVIs) that have been identified to date and will be subsequently identified; (b) the revisions needed to implement the functionality identified by the Agencies in the numbered Requests for Information (RFIs) that are listed in the "Phase 2 Revisions List," dated September 26, 2007, attached hereto as CO-26--Appendix A. (Regarding the PFTP, the Parties acknowledge open issues exists as to the hardware platform and agree to diligently proceed in good faith to decide on the hardware to be used for Phase 2 and resolve the cost implications, if any, by October 15, 2007. Until the hardware has been selected, the Contractor agrees to defer any activities on RFCS RFI 243 that would vary according to the hardware.) The Parties acknowledge that RFIs are exchanges of information, not agreements, change orders or amendments to the Contract. The purpose of listing the RFIs in CO 26--Appendix A is to identify the functionality that will be addressed by the Phase 2 Revisions. As provided below, revised design documents will be developed for the Phase 2 Revisions and, upon their being issued a NAC, said revised design documents will constitute Contract Documents. The Parties acknowledge and agree that the RFIs are not, and shall not be construed to be, Contract Documents or parts of the Contract.
- b. The Contractor shall provide and maintain the following systems during the Phase 2 Development and Testing Period:

- 1) The Regional Testbed
- 2) The Production System

Commencing thirty (30) days prior to the First Release being made available for user testing in the RTB as provided in Section 76.3.13, and thereafter for the duration of the Phase 2 Development and Testing Period, the Agencies shall conduct testing of the RFCS through the Regional Testbed and/or Production System using Agency staff and designated test personnel. The Contractor agrees that its provision of the RTB, the Production System and the services described hereunder, and the Agencies access and use of same, shall not (a) trigger any maintenance costs or other compensation except for the lump sum provided in Section 3.I-76.3.12; or (b) limit, reduce or otherwise affect the Contractor's obligations under the Contract including but not limited to its obligations under Section 3.I-52-53 (Pre-Acceptance Deficiencies), Sections 3.I-55-63 (Warranties) and Section 6.II-11.4.7 (System Acceptance Testing).

Throughout the duration of the Phase 2 Development and Testing Period, the Contractor shall provide the following services and service levels:

SERVICE AREA	SERVICES TO BE PROVIDED	SERVICE LEVELS
a. Regional Testbed Operation	The RTB shall provide all RFCS functionality except banking interfaces and ACH file submission and settling with financial institutions, in a test environment, and shall include equipment, services and support for each and all of the seven (7) RFCS participating Agencies.	The RTB shall be available for Agency testing of RFCS Releases and Agency CD testing from 9:00 AM to 5:00 PM during normal business days and on weekends if necessary to test particular fare products. Testing time will be scheduled between the Agencies and ERG. ERG staff shall be onsite during all RTB testing to assist Agency staff. (The Contractor agrees that it will provide training courses at Agency facilities and not in the RTB.)
b. Production System Operation	The production system shall include all devices, systems and networks required to operate the RFCS, whether at Contractor or Agency facilities. The Disaster Recovery site will be maintained in operation.	The production system shall be available 24 hours a day seven days a week, except as reasonably required to accommodate planned maintenance periods. Such maintenance periods shall be coordinated with the Agencies.
c. Customer Service	The Contractor shall provide Help Desk services to answer Agency questions and inquiries.	The Seattle Technical Support Help Desk shall be available from 9:00 AM to 5:00 PM during normal business days.
d. RFCS Websites	All RFCS websites (Agency Website, Business Account Website, Call Center Websites) shall be maintained in operation.	All RFCS websites shall be available per the requirements for Production System Operation.
e. Other Sales Channels	All other sales and revalue channels (customer service terminal, terminal retail unit, and mail center) shall be maintained in operation.	All other sales channels shall be available per the requirements for Production System Operation.
f. Local Servers and Networks	All local servers (data acquisition computers, back office computers, and related equipment), wired networks, and wireless networks shall be maintained in operation.	All local servers and networks shall be available per the requirements for Production System Operation.
g. Fare Card Procurement and Distribution	At the Agencies request, the Contractor shall provide a one-time procurement and distribution of up to 1,000 fare cards, at a per card price of \$4.89 (that includes any and all charges for the card and its initializing, distribution, management and other services), to be used for test purposes per the requirements of 6.II-3 of the Contract.	Cards shall be procured and distributed per the requirements of 6.II-3 of the Contract.
h. Fare Card Management	The Contractor shall provide fare card management per the requirements of 6.II-4 of the Contract as required to support testing.	Management services, as required for testing, shall be per the applicable requirements of 6.II-4 of the Contract.
i. Financial Management and Clearinghouse Services	The Contractor shall provide and maintain all financial management and clearinghouse services per the requirements of 6.II-5 and 6.II-6 of the	Clearinghouse services shall be available per the requirements for Production System Operation. Financial reconciliation settlement process shall be initiated, on

SERVICE AREA	SERVICES TO BE PROVIDED	SERVICE LEVELS
	Contract. The total number of cards in use during testing shall be less than or equal to 1,000, except if required for system stress testing.	average, every three (3) days, except as required to support specific test scenarios. Settlement and reconciliation timing shall be per Figure 8 of Section 6.4 of DR 6 (ERG Document SEA-00033).
j. Maintenance Services	The Contractor shall provide local maintenance and repair of RTB and Production System devices used in testing.	The Contractor shall be responsible for repair and replacement within two (2) business days for any malfunctioning device(s) that are covered by On-site Maintenance; and within 14 calendar days for any malfunctioning device(s) that are covered by Depot Maintenance). In the event that a repair cannot be completed within that period, the Contractor shall supply and install a replacement device
k. General Support Services	In addition to the Seattle Technical Support Help Desk, the Contractor shall maintain the following support services: A. Incident recording and reporting. B. Local field support. C. Network and device operation support.	The following service levels shall apply: A. Incident recording and reporting: The Contractor shall hold incident reporting teleconferences and create/update incident reports in accordance with the Incident Review Process described in Sec. 11.7.5(b). B. Local field support. A local technician shall be available to respond to non-emergency problems or issues at Agency facilities from 9:00 AM to 5:00 PM during normal business days. Response shall be within the next business day of notification. C. Network and device operation support shall be supplied via the Help Desk from 9:00 AM to 5:00 PM during normal business days.

### 11.7.3 Phase 2 Design

- a. For each Phase 2 Revision which contains Hardware Revisions and/or Software Revisions, the Contractor shall prepare Document Revisions as required, and shall submit revised design documents (DRs and CDRs) and images of revised website pages for Agency review and issuance of a NAC. The RFCS Revision shall not be released for FAT testing until a NAC for the revised design documents has been received.
- b. Proposed revisions to documents shall be shown by providing the entire document with underlines for new content and strikethroughs for deleted content. Proposed revisions to website pages shall be shown by providing images of the proposed revised web pages.
- c. Document Revisions shall be made throughout Phase 2, subject to Agency review and issuance of a NAC, to reflect the functionality and processes delivered in Phase 2. Phase 1 Design documents not needing modification during Phase 2 need not be submitted, however

with each Document Revision the Contractor shall provide an updated list of all current documents listing the document name, identifier, latest revision number, and latest revision date.

#### 11.7.4 RFCS Release Plans and Testing Plans/Procedures

- a. The Contractor shall submit an Overall RFCS Release Plan (CDRL 43) that lists all Phase 2 Revisions, and assigns all such Revisions to a scheduled RFCS Release. The Contractor and the Agencies shall work together to agree on the assignment of Phase 2 Revisions to a RFCS Release, based on the ability of all Parties to support such assignments and the Parties' agreement that the highest priority is for the earliest release of those Phase 2 Revisions that affect operator training (i.e. any revisions to onboard equipment and functionality) and customers (i.e. any revisions to websites). Such Overall RFCS Release Plan shall be subject to Agency review and issuance of a NAC before testing commences on any RFCS Release.
- b. With each RFCS Release, the Contractor shall provide the Detailed RFCS Release Plan (CDRL 44). Such Plan shall be subject to Agency review and issuance of a NAC before development and testing of that RFCS Release.
- c. The Contractor shall provide Factory Acceptance Test (FAT) and Systems Integration Test (SIT) plans, procedures and results for each RFCS Release, subject to Agency review and issuance of a NAC.
- d. With each RFCS Release, the Overall and Detailed RFCS Release Plans shall be revised and resubmitted to the Agencies to reflect any Severity 3 or Severity 4 issues that remain unresolved (as provided in Section 11.7.5 below), and any new issues that have been identified. Such issues shall be included in a future RFCS Release and so indicated in both the Overall RFCS Release Plan and Detailed RFCS Release Plan(s) associated with the future RFCS Release(s).

#### 11.7.5 Development and Testing of Each RFCS Release

- a. Development. Once a NAC has been issued for a modified design document related to the Phase 2 Revisions in a RFCS Release, the Contractor may commence its development and testing activities.
- b. Issue Resolution Process and Issue Severity Classifications.

The following is a general description of the Issue Resolution Process that will be used as issues are reported during the course of the Phase 2 Development and Testing Period, through the Milestone of "Completion of Complete System Commissioning." Another process will be developed for resolution of issues that arise on systems and equipment being operated in revenue service (post Completion of Complete System Commissioning).

1. All issues reported by either the Contractor or the Agencies shall be entered by the Contractor into the Contractor's log, and assigned a tracking reference number (i.e. Development Issue or DEVI number in ERG's issue tracking system) and severity classification at the time of identification, according to the following four severity classifications.

### Issue Severity Classifications

<u>Severity</u>	<u>Definition</u>
1 – Critical	<ul style="list-style-type: none"> <li>• Critically affects the primary business service, major application, or mission critical system;</li> <li>• Materially impacts the Agency's ability to deliver transit service or fare collection;</li> <li>• No workaround is available;</li> <li>• Fatal error, application halt;</li> <li>• Multiple test cases aborted until defect corrected;</li> <li>• Critical path schedule impact;</li> <li>• Loss of Production Data;</li> <li>• High priority functionality critically affected; or</li> <li>• Functionality affecting customers, customer service representatives, coach operators, fare inspectors, or WSF fare collection staff is not available.</li> </ul> <p>Examples: All CSTs will not launch, Web Site Unavailable,</p>
2 – Important	<ul style="list-style-type: none"> <li>• The business service, major application, or system is seriously affected or implementation stopped;</li> <li>• The system is exposed to potential loss or interruption of service;</li> <li>• No acceptable workaround is available;</li> <li>• Serious error, graceful exit;</li> <li>• Core functionality or primary interface affected;</li> <li>• Test case(s) cannot continue until defect corrected or</li> <li>• Functionality affecting customers, customer service representatives, coach operators, fare inspectors, or WSF fare collection staff does not operate as designed.</li> </ul> <p>Examples: A single CST will not launch, a single Web Service is Unavailable, Production Backup Failure</p>
3 – Routine	<p>An issue that is not a 1 or 2 Severity and meets one of the following criteria:</p> <ul style="list-style-type: none"> <li>• A business service, major application, or system is moderately impacted, no data has been lost, and the business service, application, or system is still functioning;</li> <li>• Workaround available; or</li> <li>• Secondary interfaces or functionality affected.</li> </ul> <p>Examples: Layout of an Agency Website navigation bar</p>



<u>Severity</u>	<u>Definition</u>
4 – Low	<p>An issue that is not a 1 or 2 Severity and meets one of the following criteria:</p> <ul style="list-style-type: none"> <li>• Issue or defect requires modifications to testing procedures, but does not materially affect test or results;</li> <li>• Workaround available, if required; or</li> <li>• Low visibility error or no functionality impact.</li> </ul> <p>Examples: Spelling Errors, Minor Documentation Errors (typos), Sort Order, colors</p>

2. If the Agencies identify an issue, they shall inform the Agencies' Contract Administrator (C.A.), or designee, who will be responsible for sending, via email, an issue report to the Contractor's Project Manager (P.M.), or designee. The issue report shall describe the nature of the problem, any investigative or other actions taken prior to the report, any results of such actions, and the Agencies' classification of the issue as Severity 1, 2, 3 or 4. The Contractor shall acknowledge receipt of any Agency-reported issues by assigning it a tracking reference number, and emailing that number back to the Agencies' C.A. or designee along with confirmation of, or proposed changes to, the initial severity classification.

3. If the Contractor identifies an issue, it shall assign the issue a tracking reference number and email a report to the Agencies' C.A. or designee that includes the tracking number, the nature of the problem and an initial severity classification as proposed by the Contractor. The Agencies C.A. or designee will confirm receipt of the issue report, and confirm or identify proposed changes to, the initial severity classification.

4. The Contractor shall review all issues, diagnose the cause of the issue and identify potential resolution approaches. In the event that the Contractor believes that additional investigation is required to confirm a reported issue, the Contractor shall so indicate in its acknowledgement of the issue, and shall also identify any recommended follow-up actions to be taken by the Contractor and/or Agencies. The issue shall be maintained and tracked based on the initial issue report, however its status and severity rating may be subsequently revised by mutual agreement based on the results of any additional investigation. A reported issue may be closed if neither the Agencies nor the Contractor can reproduce the issue within a reasonable timeframe, in which case the closure shall be recorded as "issue not able to be reproduced."

5. The Contractor shall submit to the Agencies a weekly Test Status Report on the status of all testing and issues as recorded in the Contractor's issues log.

6. Unless otherwise agreed, the parties shall hold daily meetings during user testing in the RTB, and twice weekly during user testing on Agency production equipment, to discuss the status of the issues, closure requests, proposed revisions to severity ratings, technical questions or clarifications, and the Contractor's diagnosis and proposed approach(es) to resolution. For any technical issue discussions, the Contractor and Agencies shall provide

personnel who are qualified to discuss the issue, investigation results and potential approaches to resolution.

7. The meetings will occur by teleconference, with the Contractor providing the teleconference service and the Agencies reimbursing the Contractor the lesser of one-half the actual monthly charge for calls made for these meetings or \$5,000 per month. The Contractor shall provide the Agencies with documentation of the actual charges for these calls. Provided, however, the Agencies reserve the right to terminate this reimbursement with thirty (30) days written notice save that the Agencies will share the charges for calls made for these meetings prior to such notice in accordance with this paragraph 7. In such event, the daily meetings shall occur at King Street Center and the Contractor and the Agencies shall be responsible for their own costs in providing the telephone connection, if any, for their required personnel to participate.

c. HFAT. The Contractor shall submit Hardware Factory Acceptance Test (HFAT) plans, procedures and results for all Hardware Revisions. For all new hardware devices or peripherals, new HFAT plans, procedures and results shall be supplied. For any Phase 1 hardware that has been modified or has had components changed due to end-of-life or other reasons, the Contractor shall resubmit updated versions of the Phase 1 HFAT plans, procedures and results providing evidence that the hardware in its revised configuration has passed all applicable tests. The Agencies, at their sole discretion and expense, may witness the HFAT tests as scheduled by the Contractor.

All Hardware Revisions included in an RFCS Release must pass HFAT before the RFCS Release proceeds to SIT. Hardware Revisions associated with an RFCS Release shall be considered to have "passed" HFAT if:

- 1) all the Hardware Revisions in the RFCS Release have been tested; and
- 2) any hardware-related Severity 1 or 2 issues identified in testing have been fixed, tested and passed; and
- 3) Seventy-five percent (75%) of the combined hardware-related Severity 3 and 4 issues identified in testing have been fixed, tested and passed.

When the Contractor believes that a RFCS Release containing Hardware Revisions has passed HFAT, the Contractor shall submit an HFAT Report (CDRL 24A) to the Agencies that lists the results of each test of each Hardware Revision. Each HFAT Report shall be subject to Agency review and issuance of a NAC. Except for the final RFCS Release, outstanding hardware-related Severity 3 and 4 issues within the 25% maximum shall be added to a subsequent RFCS Release related to hardware, and both the Overall and Detailed RFCS Release Plans shall be revised in accordance with Section 6.4 above. The final RFCS Release related to hardware shall not be considered to have "passed" H-FAT if any Severity 3 or 4 issues related to hardware remain unfixed, unless the Agencies, in their sole discretion, agree in writing via their Contract Administrator that such issues may be deferred to be fixed during SIT.

d. FFAT. The Contractor shall submit Functional Factory Acceptance Test (FFAT) plans, procedures and results for all Software Revisions. The Agencies, at their sole discretion and expense, may witness the FFAT tests as scheduled by the Contractor.

All Software Revisions included in an RFCS Release must pass FFAT before the RFCS Release proceeds to SIT. Software Revisions associated with an RFCS Release shall be considered to have "passed" FFAT if:

- 1) all the Software Revisions in the RFCS Release have been tested; and
- 2) any software-related Severity 1 or 2 issues identified in testing have been fixed, retested and passed unless the Agencies, in their sole discretion, agree in writing via their Contract Administrator that the issues may be deferred to another RFCS Release; and
- 3) Seventy-five percent (75%) of the combined software-related Severity 3 and 4 issues identified in testing have been fixed, retested and passed.

When the Contractor believes that a RFCS Release containing Software Revisions has passed FFAT, the Contractor shall submit an FFAT Report (CDRL 24B) to the Agencies that lists the results of each test of each Software Revision. Each FFAT Report shall be subject to Agency review and issuance of a NAC.

Outstanding software-related Severity 3 and 4 issues within the 25% maximum shall be added to a subsequent RFCS Release, and both the Overall and Detailed RFCS Release Plans shall be revised in accordance with Section 6.4 above. The final RFCS Release shall be considered to have "passed" FFAT if a maximum of 25% of the combined Severity 3 and 4 issues remain unfixed, save that any such issues shall be fixed prior to Full System Acceptance. .

e. SIT. After passing HFAT and/or FFAT (as required for the specific RFCS Release), the RFCS Release shall be subjected to System Integration Testing (SIT) in the Contractor's facility, according to the NAC'd test plan and test procedures for that RFCS Release. The test procedures shall include: testing of the Revisions in a RFCS Release; "touch point" testing of the other elements and functions of the RFCS that are related to, and reasonably likely to be affected by, the Revisions in that RFCS Release; and a standard set of tests to be conducted for each RFCS Release that demonstrate end-to-end functionality. The Agencies, at their sole discretion and expense, may witness the SIT tests as scheduled by the Contractor.

Each RFCS Release must pass SIT before it may proceed to the RTB. A RFCS Release shall be considered to have "passed" SIT if:

- 1) all the Revisions in the RFCS Release have been tested;
- 2) any Severity 1 or 2 issues related to hardware identified in testing have been fixed, tested and passed;
- 3) any Severity 1 or 2 issues related to software identified in testing have been fixed, tested and passed unless the Agencies, in their sole discretion, agree in writing via their Contract Administrator that the issues may be deferred to another RFCS Release; and

- 4) seventy-five (75%) of the combined Severity 3 and 4 issues identified in testing have been fixed, retested and passed.

When the Contractor believes that a RFCS Release has passed SIT, the Contractor shall submit a SIT Report (CDRL 24C) to the Agencies that lists the results of: each test of each Revision; all "touch point" testing; and the standard tests. Each SIT Report shall be subject to Agency review and issuance of a NAC according to the Review Process in Section 3 above. Except for the final RFCS Release, outstanding Severity 3 and 4 issues within the 25% maximum shall be added to a subsequent RFCS Release and both the Overall and Detailed RFCS Release Plans shall be revised in accordance with Section 6.4 above. The final RFCS Release shall be considered to have "passed" SIT if a maximum of 25% of the combined Severity 3 and 4 issues remain unfixed save that those issues shall be fixed prior to Full System Acceptance.

f. RTB User Testing. After passing SIT, each RFCS Release shall be installed by the Contractor in the Regional Testbed (RTB) at its Seattle facility to enable the Agencies to commence user testing. Prior to notifying the Agencies in writing that the RTB is ready for them to commence user testing, the Contractor shall conduct that part of installation testing, network connectivity testing, testing of updated Configuration Data (CD), functional testing, and any other testing necessary to verify the RTB is ready for user testing.

After receiving said notification, the Agencies shall have a mutually agreeable number of business days, which shall not be less than ten (10) business days but not more than twenty (20) business days, for scheduled conducting of the user testing in the RTB. The number of business days scheduled for user testing shall be specified in the NAC'd Detailed RFCS Release Plan and shall include the number of business days reasonably necessary for Agencies to test each RFCS Release, given the number and nature of Phase 2 Revisions proposed for inclusion therein.

The scheduled period specified in the agreed Detailed Release Plan shall be extended as required in order to re-conduct or restart failed or suspended tests as defined below under test "stop-start criteria", and/or to reasonably provide the Agencies with sufficient time to test any and all revisions associated with the release, as well as conduct end-to-end testing of the system through a series of standard tests (regression tests).

The Contractor shall provide support during the RTB user testing by assigning to the RTB such Contractor employees that are knowledgeable about the RTB and the specific RFCS Release being tested as necessary. In order for the Contractor to be able to provide such testing support, the Agencies shall provide a copy of their RTB User Testing plan to the Contractor at least ten (10) business days prior to the scheduled start of RTB testing.

User testing in the RTB detailed in the RTB testing plan may include, but is not limited to, repeating all or some of the SIT test procedures (including "touch point" testing and the standard tests) and other tests of the RFCS Release. The Agencies will inform the Contractor of issues in accordance with the Incident Review Process specified in Section 6.II-11.7.5(b) above.

Each RFCS Release must pass User Testing in the RTB before it may proceed to the Production System. A RFCS Release shall be considered to have "passed" RTB if:

- 1) all the Revisions in the RFCS Release have been tested;
- 2) any Severity 1 or 2 issues related to hardware identified in testing have been fixed, retested and passed;
- 3) any Severity 1 or 2 issues related to software identified in testing have been fixed, retested and passed unless the Agencies, in their sole discretion, agree in writing via their Contract Administrator that the issues may be deferred to another RFCS Release; and
- 4) Seventy-five (75%) of the combined Severity 3 and 4 issues identified in testing have been fixed, retested and passed.

Outstanding Severity 3 and 4 issues within the 25% maximum shall be added to a subsequent RFCS Release and both the Overall and Detailed RFCS Release Plans shall be revised in accordance with Section 6.4 above. The final RFCS Release shall be considered to have "passed" RTB User Testing if a maximum of 25% of the combined Severity 3 and 4 issues remain unfixed, save that such issues shall be fixed prior to Full System Acceptance..

g. Test Stop-Start Criteria. All tests shall be subject to suspension and resumption of the test period duration, as follows:

- 1) In the event that a Severity 1 or 2 issue is encountered that results in the interruption of a test procedure, the test procedure shall be suspended until the issue has been rectified. The test procedure shall resume upon rectification of the issue. The testing period specified in the agreed Detailed Release Plan shall be extended to allow completion of the test procedure as planned.
- 2) In the event that the Agencies are unable to execute a test procedure in RTB testing due to planned functionality being unavailable or problems with the system, the RTB test period specified in the agreed Detailed Release Plan shall be extended until the functionality is made available or problems rectified, and the test procedure executed as planned.
- 3) The above conditions do not apply to those Severity 3 and 4 defects that the parties have mutually agreed can be moved to a subsequent RFCS Release.

h. User Testing on Agency Production Equipment . Upon satisfactory completion of RTB testing of each RFCS Release, the RFCS Release will be released into the Agencies' production equipment via the network. The Contractor shall coordinate with the Agencies on the schedule of any RFCS Releases into the Agencies' production equipment, and shall provide a complete set of RFCS Release Notes with each such RFCS Release.

In the event that the release of the software into the Agency production equipment creates a Severity 1 or 2 issue, the Contractor shall roll-back the RFCS Release to the prior version, and shall undertake such corrective action as needed to resolve Severity 1 or 2 issues identified.

The Agencies may continue testing each RFCS Release on installed production equipment and test rigs at Agency facilities except that Contractor shall give the Agencies reasonable notice, in accordance with Section 11.7.2(b) above, of any period when the system is unavailable. Agencies shall identify issues and the Contractor shall resolve such issues in

accordance with the Incident Review Process specified in Section 6.II-11.7.5(b) above. Should the resolution of an issue require a further Phase 2 Revision, such Phase 2 Revisions shall be described and included in a revision to the Overall and Detailed RFCS Release Plans.

The Agencies acknowledge that such RFCS Release may not represent the final Phase 2 software, and will make reasonable accommodations to support additional testing and maintenance that the Contractor may wish to undertake.

The final RFCS Release must have been tested in the Agency environment for thirty (30) calendar days and all identified issues in all RFCS Releases shall have been closed with Agency agreement before the Completion of Complete System Commissioning Milestone may be NAC'd.

i. System Live. To enable the user testing using the RTB and the Agency production equipment, the Contractor and the Agencies have agreed that the RFCS shall remain "live" and accessible via the RTB and the Agency production equipment, and be supported by the Contractor, all in accordance with Section 11.7.2(b) above. These facilities, systems and services are considered to be in addition to, and not in lieu of, the maintenance, support and other obligations of the Contractor under the Contract. Additional compensation is provided in accordance with Section 3.I-76.3.13.

j. Final "As built" Design Documents. Upon satisfactory completion of Phase 2 System Development, RFCS Release and Testing, all Phase 2 Final Design Review Documents shall be revised/updated with any changes that resulted from the development and testing process. Once NAC'd, revisions to a document will be submitted as a "Change Request" for written approval by the Agencies' Contract Administrator in accordance with RFCS change management process.

Any documents that are unchanged as a result of Phase 2 activities shall be so noted, and the most recent version designated as the final as-built document.

In any event, the Contractor shall provide a comprehensive list of the final "as-built" versions of all documentation, listing the document name, ERG reference number, most recent revision date, and revision number.

k. Hardware Commissioning and Complete System Commissioning.

1. The Contractor has been performing hardware commissioning on a device-by-device basis as it is installed at Agency facilities and on Agency vehicles. Completion of all such device commissioning, however, does not constitute "Completion of Complete System Commissioning." As agreed in Section 3 below, achieving said Milestone requires among other Contract obligations, that all RFCS devices that have been individually commissioned are fully operational. To the extent that such equipment has been disconnected from power after individual device commissioning, it will need to be "powered-up" and successfully loaded with the RFCS software that incorporates the applicable Phase 2 Revisions.

The following activities shall be performed on days and at times agreed upon by the Parties in coordination with the training of an Agency's employees.

(a) The Agencies will re-connect power to previously commissioned devices. The Contractor will provide field support at Agency facilities as necessary to assist the Agencies with any problems that arise during this activity.

(b) The Contractor is responsible for ensuring that the final Phase 2 version of RFCS software is automatically downloaded as the devices are powered-up. The Contractor will provide field support at Agency facilities as necessary to ensure this download is successful.

(c) Because KCM's essential radio functionality is dependent on a successful download to the on-board equipment (OBE), the Contractor shall take the following additional actions to support KCM's re-connecting of power to the OBFTP and the downloading of the final Phase 2 RFCS software to KCM's OBE. Prior to commencing the above re-powering and downloading activities for the entire KCM fleet, the Contractor and KCM will conduct a pilot test of ten buses on a Sunday to identify and resolve issues. Thereafter, the Contractor will assign a knowledgeable person to be present at KCM facilities to troubleshoot and support the activity of reconnecting power and downloading the final RFCS software to the OBE.

2. As provided in Section 6.II-11.4.5(a), the Contractor shall submit a Plan for Complete System Commissioning to "demonstrate that all systems are fully operational prior to entering revenue service." As provided in Section 6.II-11.4.5(b), said Plan for Complete System Commissioning shall:

...identify and describe all necessary tests to verify proper interfacing and installation of the equipment with other system facilities, including at a minimum:

- i. Schedule for system commissioning.
- ii. Commissioning test period.
- iii. Procedures for collecting and verifying data from each type of equipment.
- iv. Procedures for verifying the correct transfer of control commands to each type of equipment.
- v. Test reports content to be prepared.

3. The Milestone for "Completion of Complete System Commissioning" shall be deemed satisfied and eligible to be NAC'd upon the Contractor demonstrating that the following requirements have been met:

(a) all Phase 2 Revisions have been successfully completed and tested as provided above;

(b) all RFCS devices have been individually commissioned and are fully operational and in-service except for any devices that are not operational or in-service due to a cause specified in Section 3.I-53.3; and

(c) the Complete System Commissioning Test has been successfully completed and all requirements of 6.III-11.4.5 have been satisfied.

## **5.0 New section added to Section 6.II-12**

A new section, Section 6.II-12.6, is added as follows:

### **6.II-12.6 Phase 2 Training**

12.6.1 All Phase 2 Manuals (CDRL 34, 35), Training Materials (CDRL 29) and the Training Plan (CDRL 28) shall be revised to comply with the Contract requirements, the provisions of the Beta Readiness Waiver Agreement, and to reflect any Phase 2 Revisions. Said documents shall be subject to Agency review and issuance of a NAC as provided in Contract Section 3.I-27.5 (Phase 2).

12.6.2 The revised Training Plan shall be delivered with the Overall RFCS Release Plan.

12.6.3 The revised Manuals and Training materials shall be delivered to the Agencies at such time as any related RFCS Release is released into the RTB and will be used by the Agencies in the user testing, unless the Parties agree in the NAC'd Overall RFCS Release Plan that such Manuals and Training Materials may be delivered with a subsequent related RFCS Release into the RTB.

12.6.4 Whether before or after a NAC is issued for the Training Plan, Manuals and Training Materials, the Contractor shall modify said Deliverables as necessary to reflect results of user testing, correction of errors or inconsistencies, and to reflect further Phase 2 Revisions that arise to address issues identified. Once NAC'd, revisions to a document will be submitted as a "Change Request" for written approval by the Agencies' Contract Administrator in accordance with RFCS change management process.

END



# CO26--Appendix A Phase 2 Revisions List September 26, 2007

## Functional Area: Agency Specific

<u>RFI Number</u>	<u>Requirement:</u>	<u>BMS Number</u>
RFCS RFI 114	Phase II Agency Specific - KCM ACCESS - card-not-present	SEA-01629
RFCS RFI 241	Phase II GAK - WSF-03 Multirides visibility	SEA-03335
RFCS RFI 241	Phase II GAK - WSF-04 GAK Operational Mode	SEA-03335
RFCS RFI 241	Phase II GAK - WSF-30 Turnstile processing time	SEA-03335
RFCS RFI 243	Phase II PFTPu - WSF-08 PFTP Integration	SEA-03337
RFCS RFI 244	Phase II GAK - WSF-16 Single Tag Redemption at Partech	SEA-03346
RFCS RFI 244	Phase II Product Rules - WSF-19 Multiple Multirides accepted	SEA-03346
RFCS RFI 244	Phase II Product Rules - WSF-20 Product Passback	SEA-03346
RFCS RFI 252	Phase II Agency Specific-KCM ACCESS ACC-003 KCM ACCESS - Eligibility Expiration Date	SEA-03365
RFCS RFI 252	Phase II Agency Specific-KCM ACCESS ACC-004 KCM ACCESS - Pass Sales File Missing Data	SEA-03365
RFCS RFI 252	Phase II Agency Specific-KCM ACCESS ACC-006 Call Center processing of ACCESS pass flow	SEA-03365
RFCS RFI 252	Phase II Agency Specific-KCM ACCESS ACC-007 KCM ACCESS Pass Sales File - Missing Data Fields	SEA-03365
RFCS RFI 384	Phase II Agency-Specific - WSF Desktop GAK Reader	SEA-03777

## Functional Area: Agency Website

<u>RFI Number</u>	<u>Requirement:</u>	<u>BMS Number</u>
RFCS RFI 233	Phase II Agency Website - AGW-006 Agency Website Login Cursor Not Active	SEA-03284
RFCS RFI 233	Phase II Agency Website - AGW-133 Agency Website Login Graphics Problem	SEA-03284
RFCS RFI 233	Phase II Agency Website - AGW-135 Search for Work Order (Advanced Search) - Date Created	SEA-03284
RFCS RFI 233	Phase II Agency Website - AGW-084 New Card Order - Ordering Party	SEA-03284
RFCS RFI 233	Phase II Agency Website - AGW-033 Search for Work Order (Advanced Search) - Order Status	SEA-03284
RFCS RFI 233	Phase II Agency Website - AGW-085 New Card Order - To Be Fulfilled By	SEA-03284
RFCS RFI 233	Phase II Agency Website - AGW-094 New Card Order - Packing Slip & Mailing Labels	SEA-03284
RFCS RFI 233	Phase II Agency Website - AGW-097 New Card Order - Missing State Field	SEA-03284
RFCS RFI 233	Phase II Agency Website - AGW-099 New Card Order - Send for Authorization Button	SEA-03284
RFCS RFI 233	Phase II Agency Website - AGW-105 Approve Card Orders - Available Tabs	SEA-03284
RFCS RFI 233	Phase II Agency Website - AGW-106 Approve Card Orders - Rebates	SEA-03284
RFCS RFI 233	Phase II Agency Website - AGW-120 View Inventory - Sub-location	SEA-03284
RFCS RFI 233	Phase II Agency Website - AGW-124 Card Inventory - Inventory at the device level	SEA-03284
RFCS RFI 233	Phase II Agency Website - AGW-136 Advanced search - results	SEA-03284
RFCS RFI 233	Phase II Agency Website - AGW-014 Advanced search - incorrect behavior	SEA-03284
RFCS RFI 233	Phase II Agency Website - AGW-137 Block/Unblock single card - graphics and text	SEA-03284
RFCS RFI 233	Phase II Agency Website - AGW-063 Unblocking a card	SEA-03284
RFCS RFI 233	Phase II Agency Website - AGW-101 Card order details - Special handling instructions	SEA-03284
RFCS RFI 233	Phase II Agency Website - AGW-008 Message Text - Account is blocked	SEA-03284
RFCS RFI 233	Phase II Agency Website - AGW-089 New Card Order - Card types	SEA-03284
RFCS RFI 233	Phase II Agency Website - AGW-091 New Card Order - Order Quantity	SEA-03284
RFCS RFI 233	Phase II Agency Website - AGW-107 Global - Left navigation titles and screen titles do not match	SEA-03284
RFCS RFI 233	Phase II Agency Website - AGW-109 Supplier Card Order Details - Shipped Date	SEA-03284
RFCS RFI 235	Phase II Agency Website - AGW-021 Search function - Card Serial Number Search	SEA-03349
RFCS RFI 235	Phase II Agency Website - AGW-110 Supplier Card Order Details - default number of lines	SEA-03349
RFCS RFI 235	Phase II Agency Website - AGW-007 Customer Service Contact - Phone Number format	SEA-03349
RFCS RFI 235	Phase II Agency Website - AGW-079 Global - Ditzels	SEA-03349
RFCS RFI 235	Phase II Agency Website - AGW-019 Advanced search - Business Account Name Wildcard	SEA-03349
RFCS RFI 235	Phase II Agency Website - AGW-023 Search Results - Customers with Registered Cards	SEA-03349
RFCS RFI 235	Phase II Agency Website - AGW-025 Advanced search - include multiple order types	SEA-03349

## Functional Area: Agency Website

<u>RFI Number</u>	<u>Requirement:</u>	<u>BMS Number</u>
RFCS RFI 235	Phase II Agency Website - AGW-026 Advanced Search Results - Work Order Number	SEA-03349
RFCS RFI 235	Phase II Agency Website - AGW-029 Advanced Search - Work Order	SEA-03349
RFCS RFI 235	Phase II Agency Website - AGW-138 Block/Unblock single card - Confirmation	SEA-03349
RFCS RFI 235	Phase II Agency Website - AGW-119 View Inventory - Add searches	SEA-03349
RFCS RFI 235	Phase II Agency Website - AGW-121 View Inventory - Add Quantity to list	SEA-03349
RFCS RFI 235	Phase II Agency Website - AGW-118 View Inventory - Eliminate method of inventory movement	SEA-03349
RFCS RFI 235	Phase II Agency Website - AGW-115 Accepting the shipment of a rejected order	SEA-03349
RFCS RFI 235	Phase II Agency Website - AGW-149 File Upload Permissions - ACCESS files	SEA-03349
RFCS RFI 235	Phase II Agency Website - AGW-150 Card Order Details - Ship Date	SEA-03349
RFCS RFI 235	Phase II Agency Website - AGW-011 Agency Website - Title Field	SEA-03349
RFCS RFI 235	Phase II Agency Website - AGW-017 View customer transaction history - Customer Name Search	SEA-03349
RFCS RFI 291	Phase II KB - KB-005 Knowledge Base - Feedback - Provide view of query feedback	SEA-03479
RFCS RFI 291	Phase II KB - KB-007 Knowledge Base - Add/Modify - Retain KB entries when error occurs	SEA-03479
RFCS RFI 291	Phase II KB - KB-008 Knowledge Base - Add/Modify - Multi-topic/Sub-topic additions	SEA-03479
RFCS RFI 291	Phase II KB - KB-001 Knowledge Base - Search - KB Search features not full-featured	SEA-03479
RFCS RFI 291	Phase II KB - KB-004 Knowledge Base - Feedback - Add reason to solution results request	SEA-03479
RFCS RFI 297	Phase II Agency Website - AGW-151 Card Ordering - Card Order Details	SEA-03507
RFCS RFI 297	Phase II Agency Website - AGW-046 System generates excess work orders	SEA-03507
RFCS RFI 297	Phase II Agency Website - AGW-142 Process for taking cards out of service	SEA-03507
RFCS RFI 309	Phase II Agency Website - ACC-005 KCM ACCESS Eligibility Verification	SEA-03543
RFCS RFI 312	Card Inventory Location and Sub Location	SEA-03546
RFCS RFI 316	Phase II Websites - AGW-060 Search for work order (Advanced search)	SEA-03573
RFCS RFI 316	Phase II Websites - AGW-068 Work Order details - order types	SEA-03573
RFCS RFI 317	Phase II Websites & CST - AGW-038 Transaction history for Cardholder Name	SEA-03574
RFCS RFI 329	Phase II Agency Website - AGW-009 Blocking and Unblocking Screen	SEA-03586
RFCS RFI 330	Phase II Agency Website - AGW-069 Viewing Work Orders	SEA-003587
RFCS RFI 331	Phase II Standards - AGW-002 Data standard - Mask fields with standard formats	SEA-03588
RFCS RFI 389	Phase II Agency Website - AGW-016 Advanced search - Business Account Number	SEA-03832
RFCS RFI 391	Phase II Agency Website - AGW-141 Customer Support and Card Services - Block/Unblock Single Card	SEA-0836

## Functional Area: BA Website

<u>RFI Number</u>	<u>Requirement:</u>	<u>BMS Number</u>
RFCS RFI 199	Institutional Website Terms & Conditions	SEA-02960
RFCS RFI 227	Phase II Business Accounts - BAW-009 Program Titles should be globally changed to Business Passport & Business Choice	SEA-03291
RFCS RFI 228	Phase II Business Accounts - Right-to-Ride Validity Period (BAW-072)	SEA-03301
RFCS RFI 229	Phase II Business Accounts - Commercial Account Product Validity Period (BAW-073)	SEA-03302
RFCS RFI 230	Phase II Business Accounts - New Card & Products Available Months (BAW-055)	SEA-03303
RFCS RFI 231	Phase II Business Accounts - BAW-057 Order Management - new product order & multiple orders	SEA-03269
RFCS RFI 253	Phase II Business Accounts - BAW-042 Business Account Agreement Administration - Payment Methods	SEA-03404
RFCS RFI 257	Phase II Business Accounts - BAW-079 Log on	SEA-03421
RFCS RFI 259	Phase II Business Accounts - BAW-074 Commercial Account Pass - Transaction History	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-071 Agreement Details - Permissions	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-065 Terminate agreement - Tax ID	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-064 Terminate agreement - Customer Name	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-062 Agreement Summary - Terminate agreement confirmation screen	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-054 Create New Card Order - Order Details for Youth Cards	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-004 Welcome Page - Typo	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-010 Products Available for Sale - Typo	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-015 Global - Field Length	SEA-03423

## Functional Area: BA Website

<u>RFI Number</u>	<u>Requirement:</u>	<u>BMS Number</u>
RFCS RFI 259	Phase II Business Accounts - BAW-020 Register New Agreement - Links	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-026 Register new Agreement: Confirmation - Special Instructions	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-028 Search for an Agreement - Agreement State	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-041 Program Information - Unspecified Agreement Type	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-048 Business Account Agreement Administration: Agreement Summary - Contract Status	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-060 Disassociating Card and End User Registration	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-066 Terminate agreement - Termination Date	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-068 Suspend agreement - Start Date	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-080 Blocking cards and products	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-082 Default Group Name	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-002 Welcome Page - Business Account Log On Link	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-003 Welcome Page - Name Change	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-005 Left Navigation Bar	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-007 ORCA for Business, Human Services, Government Agencies, Schools - Introductory Language	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-012 New Customer Signup - Right-to-Ride	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-013 New Customer Signup - Youth/RRFP	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-014 New Customer Signup - General	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-016 Global - Title field	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-017 Global - Name Field	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-019 Global - Add Contact	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-021 Register New Agreement - Navigation	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-022 Register New Agreement - Links	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-023 Register New Agreement: Payment Info - Payment & Approval	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-025 Register New Agreement: Payment Info - Website Password	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-027 Search for an Agreement - "RFCS"	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-029 Search for an Agreement - Agreement State	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-030 Search for an Agreement - Wrapping	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-032 Agreement Summary - Approving declined agreement	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-033 Agreement Process - Agreement Process	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-034 Business Account Agreement Administration: All Details Pages - Save Info	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-035 Business Account Agreement Administration: All Details Pages - "Next" Button	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-036 Business Account Agreement Administration: All Details Pages - Save Info mid-process	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-043 Global - Business Account Contact Name	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-044 Business Account Agreement Administration: Program Information - Lead Agency Contact Name	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-045 Business Account Agreement Administration: Approval and dates - Date Approved	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-046 Business Account Agreement Administration: Approval and dates - Contract End Date	SEA-03423
RFCS RFI 259	Phase II Business Accounts - BAW-052 Business Account Program Administration: Pass Products Allowed - Add Filter	SEA-03423
RFCS RFI 305	Right-to-Ride Pass Types & Apportionment Methods	SEA-03518
RFCS RFI 318	Phase II BA Website - BAW-083 Data Export & Import - CSV files	SEA-03575
RFCS RFI 331	Phase II Standards - BAW-001 Data standard - Mask fields with standard formats	SEA-03588
RFCS RFI 340	Phase II BA Website - BAW-085 Relationship of Institutions to Branches to Card Groups	SEA-03650
RFCS RFI 406	Phase II Business Accounts - BAW-056 Order Management - new product order - multiple orders	SEA-03863

## Functional Area: Call Center Website

## Functional Area: Call Center Website

<u>RFI Number</u>	<u>Requirement:</u>	<u>BMS Number</u>
RFCS RFI 250	Phase II Call Center Website - CCW-199 Global Screen Standard - Consistent Titles	SEA-03359
RFCS RFI 250	Phase II Call Center Website - CCW-200 Global Screen Standard - Retaining Customer/Card Information	SEA-03359
RFCS RFI 250	Phase II Call Center Website - CCW-202 Global Screen Standard - Radio Button actions	SEA-03359
RFCS RFI 250	Phase II Call Center Website - CCW-203 Global Screen Standard - Button Names	SEA-03359
RFCS RFI 250	Phase II Call Center Website - CCW-133 Website standard - Credit Card Entry	SEA-03359
RFCS RFI 250	Phase II Call Center Website - CCW-094 Global Screen Standard - Title Field	SEA-03359
RFCS RFI 250	Phase II Call Center Website - CCW-035 Global Screen Standard - Business Account Names	SEA-03359
RFCS RFI 250	Phase II Call Center Website - CCW-114 Global Screen Standard - Data Entry	SEA-03359
RFCS RFI 250	Phase II Call Center Website - CCW-118 Website standard - "Ditzel" and Sorting	SEA-03359
RFCS RFI 250	Phase II Call Center Website - CCW-104 General - Occurrence	SEA-03359
RFCS RFI 250	Phase II Call Center Website - CCW-076 Website standard - CSN Searches	SEA-03359
RFCS RFI 251	Phase II Call Center Website - CCW-091 View Card Balance - Unregistered Cards and Work Orders	SEA-03360
RFCS RFI 251	Phase II Call Center Website - CCW-107 Register a card to this account - Primary vs. Secondary	SEA-03360
RFCS RFI 251	Phase II Call Center Website - CCW-078 Report Lost or Stolen Card - purchase replacement card	SEA-03360
RFCS RFI 251	Phase II Call Center Website - CCW-129 Order an Unregistered Card - multiple cards	SEA-03360
RFCS RFI 251	Phase II Call Center Website - CCW-135 Close Call Center Website? - logout process	SEA-03360
RFCS RFI 251	Phase II Call Center Website - CCW-008 Search for Card or Cardholder Account - none of the above	SEA-03360
RFCS RFI 251	Phase II Call Center Website - CCW-009 Search for Cardholder - Results Fields	SEA-03360
RFCS RFI 251	Phase II Call Center Website - CCW-034 Search for Card Number - Results	SEA-03360
RFCS RFI 251	Phase II Call Center Website - CCW-089 Search for a Card or Cardholder Account - "Next" button	SEA-03360
RFCS RFI 251	Phase II Call Center Website - CCW-090 Search for a Card or Cardholder Account - Screen layout	SEA-03360
RFCS RFI 251	Phase II Call Center Website - CCW-041 Add Value to Card - Static Text Update	SEA-03360
RFCS RFI 251	Phase II Call Center Website - CCW-117 Add Value to Card - Purse - Amount to Add	SEA-03360
RFCS RFI 251	Phase II Call Center Website - CCW-043 Add Value to Card - Puget Pass - Product description	SEA-03360
RFCS RFI 251	Phase II Call Center Website - CCW-145 Log in - Cursor placement	SEA-03360
RFCS RFI 251	Phase II Call Center Website - CCW-085 Search for Card or Cardholder Account - Cursor placement	SEA-03360
RFCS RFI 251	Phase II Call Center Website - CCW-014 Cardholder Home Page - Missing Time	SEA-03360
RFCS RFI 251	Phase II Call Center Website - CCW-045 Add Value to Card - Agency Pass - Static Text	SEA-03360
RFCS RFI 251	Phase II Call Center Website - CCW-131 Order a Registered Card - Flow	SEA-03360
RFCS RFI 251	Phase II Call Center Website - CCW-134 Credit Card Details - Screen format	SEA-03360
RFCS RFI 251	Phase II Call Center Website - CCW-021 Support Occurrence - Detail - Screen format	SEA-03360
RFCS RFI 251	Phase II Call Center Website - CCW-056 View NSF History - NSF History Details	SEA-03360
RFCS RFI 251	Phase II Call Center Website - CCW-016 Support Occurrence - Detail - Cardholder ID	SEA-03360
RFCS RFI 251	Phase II Call Center Website - CCW-095 Log Call Details - Identifying Information	SEA-03360
RFCS RFI 251	Phase II Call Center Website - CCW-121 Call Log Details - Flow	SEA-03360
RFCS RFI 251	Phase II Call Center Website - CCW-055 View NSF History - Field Name	SEA-03360
RFCS RFI 251	Phase II Call Center Website - CCW-130 Order Cards - Consistency	SEA-03360
RFCS RFI 316	Phase II Websites - CCW-184 Work Order Search - Order Status Sorting	SEA-03573
RFCS RFI 316	Phase II Websites - CCW-099 Work Order Search - location of fields	SEA-03573
RFCS RFI 316	Phase II Websites - CCW-119 Work Order Details	SEA-03573
RFCS RFI 316	Phase II Websites - CCW-177 Work Order Search - Originating Agency	SEA-03573
RFCS RFI 316	Phase II Websites - CCW-178 Work Order Search - Business Accounts	SEA-03573
RFCS RFI 316	Phase II Websites - CCW-179 Work Order Search - "number" field label	SEA-03573
RFCS RFI 317	Phase II Websites & CST - CCW-006 Transaction History - Cardholder History	SEA-03574
RFCS RFI 319	Phase II Call Center Website - CCW-077 Report Lost or Stolen Card - Purchase Replacement Card	SEA-03576
RFCS RFI 319	Phase II Call Center Website - CCW-136 Purse Refund - User Message	SEA-03576

**Functional Area: Call Center Website**

<u>RFI Number</u>	<u>Requirement:</u>	<u>BMS Number</u>
RFCS RFI 319	Phase II Call Center Website - CCW-137 Order an Unregistered Card - Typo	SEA-03576
RFCS RFI 319	Phase II Call Center Website - CCW-182 Work Order Details - Anonymous Cards	SEA-03576
RFCS RFI 319	Phase II Call Center Website - CCW-186 Work Order Records - Product Purchases	SEA-03576
RFCS RFI 319	Phase II Call Center Website - CCW-205 End the Call - Assigned To	SEA-03576
RFCS RFI 321	Phase II Call Center Website - CCW-108 Viewing Card Details	
RFCS RFI 321	Phase II Call Center Website - CCW-112 Purchase Card - Autoload	
RFCS RFI 321	Phase II Call Center Website - CCW-067 Order Application Forms - Send application	

**Functional Area: Cardholder Website**

<u>RFI Number</u>	<u>Requirement:</u>	<u>BMS Number</u>
RFCS RFI 314	Phase II Cardholder Website - CHW-113 New Navigation Structure	SEA-03548
RFCS RFI 314	Phase II Cardholder Website - CHW-045 Global - "Related Links	SEA-03548
RFCS RFI 314	Phase II Cardholder Website - CHW-074 Global - "Title" Fields	SEA-03548
RFCS RFI 314	Phase II Cardholder Website - CHW-075 Global - Telephone Numbers	SEA-03548
RFCS RFI 314	Phase II Cardholder Website - CHW-028 Create a My ORCA Account - Personal details	SEA-03548
RFCS RFI 314	Phase II Cardholder Website - CHW-094 Create Account - Addresses	SEA-03548
RFCS RFI 314	Phase II Cardholder Website - CHW-017 Order Card Process	SEA-03548
RFCS RFI 314	Phase II Cardholder Website - CHW-029 Order Unregistered Card	SEA-03548
RFCS RFI 314	Phase II Cardholder Website - CHW-030 Order Card - Payment page	SEA-03548
RFCS RFI 314	Phase II Cardholder Website - CHW-018 Registered Card - Clicking on New Card 1	SEA-03548
RFCS RFI 314	Phase II Cardholder Website - CHW-073 Purchase Card - Information Flow	SEA-03548
RFCS RFI 314	Phase II Cardholder Website - CHW-055 Pass purchase	SEA-03548
RFCS RFI 314	Phase II Cardholder Website - CHW-098 Purchase card and/or product	SEA-03548
RFCS RFI 314	Phase II Cardholder Website - CHW-044 Lost & Stolen - "Send Report"	SEA-03548
RFCS RFI 314	Phase II Cardholder Website - CHW-002 Global - ORCA Logo	SEA-03548
RFCS RFI 314	Phase II Cardholder Website - CHW-068 Log Out Page - Buttons	SEA-03548
RFCS RFI 314	Phase II Cardholder Website - CHW-057 My ORCA Login - Screen focus	SEA-03548
RFCS RFI 314	Phase II Cardholder Website - CHW-037 Order Card - Receipt	SEA-03548
RFCS RFI 314	Phase II Cardholder Website - CHW-010 Inconsistent Links	SEA-03548
RFCS RFI 314	Phase II Cardholder Website - CHW-114 Add Value to Purse - Epurse amount	SEA-03548
RFCS RFI 314	Phase II Cardholder Website - CHW-012 Global - Search function	SEA-03548
RFCS RFI 314	Phase II Cardholder Website - CHW-031 Leave My ORCA	SEA-03548
RFCS RFI 315	Phase II Card Registration Process - CHW-111 Card Registration via method other than Cardholder Website	SEA-03549
RFCS RFI 315	Phase II Card Registration Process - CHW-059 Create Username / Password page - e-mail Address	SEA-03549
RFCS RFI 315	Phase II Card Registration Process - CHW-060 Create Username / Password page - First & Last Name	SEA-03549
RFCS RFI 315	Phase II Card Registration Process - CHW-063 Create Username / Password page - Creating Account	SEA-03549
RFCS RFI 315	Phase II Card Registration Process - CHW-024 Contact ORCA - Contact Information	SEA-03549
RFCS RFI 315	Phase II Card Registration Process - CST-052 E-mail address should not be a mandatory field	SEA-03549
RFCS RFI 315	Phase II Card Registration Process - CCW-198 The Card Registration process needs to be simplified	SEA-03549
RFCS RFI 324	Phase II Cardholder Website - CHW-105 Benefits of ORCA	SEA-03581
RFCS RFI 325	Phase II CH Website CHW-033 Contact ORCA - Message sent confirmation	SEA-03582
RFCS RFI 325	Phase II CH Website CHW-043 Contact ORCA - confirmation e-mail	SEA-03582
RFCS RFI 325	Phase II CH Website CHW-048 Phone number requirement	SEA-03582
RFCS RFI 325	Phase II CH Website CHW-049 Product descriptions	SEA-03582
RFCS RFI 326	Phase II Cardholder Website - CHW-102 add value - product info	SEA-03583
RFCS RFI 328	Phase II Websites- Corrective Work- Autoload	SEA-03585
RFCS RFI 331	Phase II Standards - CHW-118 Data standard - Mask fields with standard formats	SEA-03588

**Functional Area: CD Administration**

<u>RFI Number</u>	<u>Requirement:</u>	<u>BMS Number</u>
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**Functional Area: CD Administration**

<u>RFI Number</u>	<u>Requirement:</u>	<u>BMS Number</u>
RFCS RFI 241	Phase II CDA - WSF-29 Routes	SEA-03335
RFCS RFI 264	Phase II CDA - CDA-001 CDA - DDU/OBFTP verification tool for the Regional Test Bed (RTB)	SEA-03437
RFCS RFI 266	Phase II CDA - CDA-004 CDA - Testing specific dates in the RTB	SEA-03439
RFCS RFI 271	Phase II CDA - CDA-010 CDA - Testing error	SEA-03441
RFCS RFI 271	Phase II CDA - CDA-009 CDA - New name for Test Import Set button	SEA-03441
RFCS RFI 271	Phase II CDA - CDA-013 CDA - Operator ID Import Function	SEA-03441
RFCS RFI 271	Phase II CDA - CDA-015 CDA - DART CD	SEA-03441
RFCS RFI 287	Phase II CDA - CDA-006 CDA - Points File Handling	SEA-03475
RFCS RFI 296	Phase II CDA - CDA-018 CD Administration - View regional holiday calendar	SEA-03506

**Functional Area: CST**

<u>RFI Number</u>	<u>Requirement:</u>	<u>BMS Number</u>
ERG RFI 351	Phase II CST - CST-049 Serial number verification at CST for Non-RFCS Products	SEA-03022
ERG RFI 359	CST Training Mode - Contract Compliance	SEA-03129
RFCS RFI 217	Phase II CST CST-045 Birth Date Fields	SEA-03236
RFCS RFI 217	Phase II CST CST-048 Dollar Amounts should Default to 2 Decimals	SEA-03236
RFCS RFI 217	Phase II CST CST-092 Searching by Card Serial Number	SEA-03236
RFCS RFI 217	Phase II CST CST-122 Packing Slip and Mailing Labels	SEA-03236
RFCS RFI 217	Phase II CST CST-125 Replacement Card Receipt Text	SEA-03236
RFCS RFI 217	Phase II CST CST-001 - CST Logon	SEA-03236
RFCS RFI 217	Phase II CST CST-002 Eliminate Timeouts	SEA-03236
RFCS RFI 217	Phase II CST - CST-013 Product Screen - Add autoload details	SEA-03236
RFCS RFI 217	Phase II CST - CST-018 Additional Check Related Fields Required	SEA-03236
RFCS RFI 217	Phase II CST - CST-022 MS Retail - Automatic Credit Card Submission	SEA-03236
RFCS RFI 217	Phase II CST - CST-023 Managing Popular Products	SEA-03236
RFCS RFI 217	Phase II CST CST-041 Card Details - Associated Cardholder	SEA-03236
RFCS RFI 217	Phase II CST CST-025 Data Standard - Date Field	SEA-03236
RFCS RFI 217	Phase II CST CST-031 Data Standard - State/Province Field	SEA-03236
RFCS RFI 217	Phase II CST CST-034 Screen Standard - Card Serial Number on screen headings	SEA-03236
RFCS RFI 217	Phase II CST CST-036 Screen Standard - Auto Jump from Field to Field	SEA-03236
RFCS RFI 217	Phase II CST - CST-051 Tab an Screen Name Don't Match	SEA-03236
RFCS RFI 221	Phase II CST: CST-123 Associate Cardholder	SEA-03274
RFCS RFI 221	Phase II CST: CST-132 Transaction Failure on Payment	SEA-03274
RFCS RFI 221	Phase II CST: CST-136 Replacement Card Receipt	SEA-03274
RFCS RFI 223	Phase II Reporting: RPT-006 POS Transaction Trace Report	SEA-03676
RFCS RFI 223	Phase II Reporting: RPT-008 MS Retail Reports - Report Access	SEA-03677
RFCS RFI 317	Phase II Websites & CST - CST-026 Transaction history standardized wherever it is displayed	SEA-03574
RFCS RFI 317	Phase II Websites & CST - CST-134 Online Transaction log - term is unclear	SEA-03574
RFCS RFI 331	Phase II Standards - CST-029 Data standard - Mask fields with standard formats	SEA-03588
RFCS RFI 333	Phase II CST - CST-015 CST Reports - Credit Card Receipt	SEA-03643
RFCS RFI 395	Phase II CST CST-016 Shift Reports	SEA-03841
RFCS RFI 402	Phase II CST CST-014 End of Shift Report	SEA-03859

**Functional Area: Finance**

<u>RFI Number</u>	<u>Requirement:</u>	<u>BMS Number</u>
RFCS RFI 216	Phase II Financial - FIN-004 ACH Submission Timeline	SEA-03235
RFCS RFI 216	Phase II Financial - FIN-006 Credit Card Validation at Time of Registration	SEA-03235
RFCS RFI 216	Phase II Financial - FIN-009 Index of Terms	SEA-03235
RFCS RFI 216	Phase II Financial - FIN-003 Manual Adjustments	SEA-03235
RFCS RFI 216	Phase II Financial - FIN-012 - Credit Card Processing for Autoloads must be Automated	SEA-03235
RFCS RFI 218	Phase II Finance ACH Bank Submission	SEA-03264
RFCS RFI 288	Phase II Finance - FIN-005 Processing credit cards through institutional web site	SEA-03476

**Functional Area: General Website**

<u>RFI Number</u>	<u>Requirement:</u>	<u>BMS Number</u>
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## Functional Area: General Website

<u>RFI Number</u>	<u>Requirement:</u>	<u>BMS Number</u>
RFCS RFI 219	Phase II Websites - Error Message Text	SEA-03266
RFCS RFI 364	Phase II Websites - Guideline 1.1 Provide text alternative for all non-text content	SEA-03154
RFCS RFI 364	Phase II Websites - Guideline 1.4 Make it easy to distinguish foreground information from its background	SEA-03154
RFCS RFI 364	Phase II Websites - Guideline 2.2 Allow users to control time limits on their reading or interaction	SEA-03154
RFCS RFI 364	Phase II Websites - Guideline 2.4 Provide mechanisms to help user find content, orient themselves within and navigate thru	SEA-03154

## Functional Area: Mail Center

<u>RFI Number</u>	<u>Requirement:</u>	<u>BMS Number</u>
RFCS RFI 272	Phase II Mail Center - MCT-043 CIPP - View processing Orders - Originating order number	SEA-03442
RFCS RFI 283	Phase II Mail Center - MCT-018 CIPP Printing Packing Slips and Mailing Labels	SEA-03471
RFCS RFI 284	Phase II Mail Center - MCT-004 CIPP - cannot sort fields on any page	SEA-03472
RFCS RFI 284	Phase II Mail Center - MCT-006 CIPP - Cancel Order Button	SEA-03472
RFCS RFI 284	Phase II Mail Center - MCT-008 CIPP - View List Or Details - Original Order Number	SEA-03472
RFCS RFI 284	Phase II Mail Center - MCT-042 CIPP - View processing list - Grouping indication	SEA-03472
RFCS RFI 284	Phase II Mail Center - MCT-009 CIPP View Order - Close Order Button	SEA-03472
RFCS RFI 284	Phase II Mail Center - MCT-040 CIPP - View Order information - Group indicator	SEA-03472
RFCS RFI 284	Phase II Mail Center - MCT-038 CIPP - View Completed Orders - open order detail - Closing Orders	SEA-03472
RFCS RFI 284	Phase II Mail Center - MCT-037 CIPP - View Closed Orders list - Return to filtered list	SEA-03472
RFCS RFI 284	Phase II Mail Center - MCT-036 CIPP - View Closed Orders - Screen modification	SEA-03472
RFCS RFI 284	Phase II Mail Center - MCT-033 CIPP Logoff Confirmation	SEA-03472
RFCS RFI 284	Phase II Mail Center - MCT-030 Mail Center CST - Shift report - Field name consistency	SEA-03472
RFCS RFI 284	Phase II Mail Center - MCT-014 Mail Center CST - Shift Report Header	SEA-03472
RFCS RFI 284	Phase II Mail Center - MCT-027 CIPP - Select New Card Orders - Accept order - Grouping Orders	SEA-03472
RFCS RFI 284	Phase II Mail Center - MCT-026 CIPP - Select New Card Orders - Grouping orders	SEA-03472
RFCS RFI 284	Phase II Mail Center - MCT-025 CIPP - Select New Card Orders - Business account order notes	SEA-03472
RFCS RFI 284	Phase II Mail Center - MCT-002 Adding Value - Card Not Present	SEA-03472
RFCS RFI 284	Phase II Mail Center - MCT-007 CIPP - View List Time Format	SEA-03472
RFCS RFI 284	Phase II Mail Center - MCT-019 CIPP - Printer Card Catcher	SEA-03472
RFCS RFI 284	Phase II Mail Center - MCT-020 CIPP - Printer Disposable Cards	SEA-03472
RFCS RFI 284	Phase II Mail Center - MCT-031 Mail Center CST - Shift report Time Format	SEA-03472
RFCS RFI 284	Phase II Mail Center - MCT-039 CIPP - View List (all screens) Time Format	SEA-03472
RFCS RFI 360	Phase II Mail Center -MCT-017 Mail Center CST - Packing Slips and Mailing Labels	SEA-03698

## Functional Area: OBE

<u>RFI Number</u>	<u>Requirement:</u>	<u>BMS Number</u>
RFCS RFI 236	Phase II OBE - EQP-007 System start - restart	SEA-03316
RFCS RFI 236	Phase II OBE - EQP-012 Managing Data Transfer	SEA-03316
RFCS RFI 236	Phase II OBE - EQP-038 CT DDU Buttons Out of Alignment	SEA-03316
RFCS RFI 236	Phase II OBE - EQP-009 Release Management Process Improvement	SEA-03316
RFCS RFI 236	Phase II OBE - EQP-010 WDOLS Troubleshooting	SEA-03316
RFCS RFI 236	Phase II OBE - EQP-003 DDU Display - Clock visibility	SEA-03316
RFCS RFI 236	Phase II OBE - EQP-051 Error logging	SEA-03316
RFCS RFI 237	Phase II OBE - EQP-013 KCM DDU - RTT key	SEA-03318
RFCS RFI 237	Phase II OBE - EQP-042 PT DDU - Pass icon	SEA-03318
RFCS RFI 237	Phase II OBE - EQP-043 PT DDU - Promotional and Bicycle icons	SEA-03318
RFCS RFI 237	Phase II OBE - EQP-044 PT DDU - Short Fare icon	SEA-03318
RFCS RFI 237	Phase II OBE - EQP-045 PT DDU - Multiple Fare Counter	SEA-03318
RFCS RFI 237	Phase II OBE - EQP-049 PT DDU - ST icons	SEA-03318
RFCS RFI 237	Phase II OBE - EQP-032 CT DDU - Change to Manual Logon	SEA-03318
RFCS RFI 238	Phase II OBE - EQP-025 KCM DDU Volume Controls	SEA-03319



**Functional Area: OBE**

<u>RFI Number</u>	<u>Requirement:</u>	<u>BMS Number</u>
RFCS RFI 336	Phase II OBE - EQP-024 DDU Messages - Revise messages	SEA-03646
RFCS RFI 336	Phase II OBE - EQP-030 FTP Messages - Revise messages	SEA-03646

**Functional Area: Other**

<u>RFI Number</u>	<u>Requirement:</u>	<u>BMS Number</u>
RFCS RFI 122	On-line Card Registration	SEA-01699

**Functional Area: Reporting**

<u>RFI Number</u>	<u>Requirement:</u>	<u>BMS Number</u>
ERG RFI 352	BA Reporting Security	SEA-03049
RFCS RFI 223	Phase II Reporting: RPT-002 Ridership Reports - Missing Subtotals and Totals	SEA-03670
RFCS RFI 223	Phase II Reporting: RPT-003 Daily Post-Payment Automatic Revalue Report	SEA-03671
RFCS RFI 223	Phase II Reporting: RPT-004 Institutional Card Status Report	SEA-03672
RFCS RFI 223	Phase II Reporting: RPT-010 Transaction Summary Report	SEA-03681
RFCS RFI 223	Phase II Reporting: RPT-011 Ad Hoc Reporting - Access to Standard Reports Business Views	SEA-03682
RFCS RFI 223	Phase II Reporting - RPT-012 Card Refund Report	SEA-03683
RFCS RFI 223	Phase II Reporting: RPT-041 Business View - SALES missing field	SEA-03680
RFCS RFI 245	Phase II BA Reports - RPT-025 Global Update - Business Account ID	SEA-03376
RFCS RFI 245	Phase II BA Reports - RPT-032 Global - Date range	SEA-03690
RFCS RFI 245	Phase II BA Reports - RPT-041 Global - Sort Order	SEA-03689
RFCS RFI 245	Phase II BA Reports - RPT-031 Institutional Account Transaction History Report - Device Location	SEA-03691
RFCS RFI 245	Phase II BA Reports - RPT-028 Institutional Account Transaction History Report - Remove Source Participant	SEA-03692
RFCS RFI 245	Phase II BA Reports - RPT-029 Institutional Account Transaction History Report - Remove Transit Operator	SEA-03693
RFCS RFI 245	Phase II BA Reports - RPT-044 Institutional Account Transaction History Report - Schedule Frequency	SEA-03694
RFCS RFI 245	Phase II BA Reports - RPT-026 All transaction history reports - WSF Commercial Accounts Transaction History	SEA-03697
RFCS RFI 246	Phase II BA Reports - RPT-043 Institutional Transaction History Report - Transaction Amount	SEA-03377
RFCS RFI 276	Phase II Mail Center - MCT-022 CIPP Accounting Reports at Shift End	SEA-03461
RFCS RFI 277	Phase II Mail Center - MCT-023 CIPP Accounting Report - Order Restart	SEA-03462
RFCS RFI 294	Phase II Reports - RPT-021 Standard Reports - Consolidated (Farecard + Non Farecard) Run (Vehicle)-Level Ridership	SEA-03486
RFCS RFI 338	Phase II Reporting - RPT-050 ST Standard Reports – Separate ST Services	SEA-03648
RFCS RFI 339	Phase II Reporting -RPT-052 Reporting - Business Views CRM	SEA-03653
RFCS RFI 339	Phase II Reporting - RPT-051 Reporting - Business View Changes	SEA-03649
RFCS RFI 341	Phase II Reporting - RPT-034 Institutional Billing and Transaction Reports - Branches	SEA-03651
RFCS RFI 341	Phase II Reporting - RPT-035 Institutional Billing - Card count error	SEA-03651
RFCS RFI 341	Phase II Reporting -RPT-036 Institutional Billing - Order number	SEA-03651
RFCS RFI 341	Phase II Reporting - RPT-037 Institutional Billing - Validity Period	SEA-03651
RFCS RFI 341	Phase II Reporting - RPT-039 Institutional Billing - Header	SEA-03651
RFCS RFI 342	Phase II Reporting - Reporting Prior Days Transactions	SEA-03652
RFCS RFI 344	Phase II Reporting -RPT-009 Standard and Ad Hoc Reports - Sales Report	SEA-03654
RFCS RFI 345	Phase II Reporting -RPT-053 Institutional Billing Report - Running Report	SEA-03655
RFCS RFI 351	Phase II Vanpool -VAN -017 Vanpool Reporting - Ridership Reporting	SEA-03661
RFCS RFI 357	Phase II Reporting -RPT-020 Financial Reporting Changes	SEA-03686
RFCS RFI 404	Phase II Reporting: RPT-005 Manual Adjustment Report	SEA-03861
RFCS RFI 412	Voucher Use Transaction	SEA-03878

**Functional Area: Vanpool**

<u>RFI Number</u>	<u>Requirement:</u>	<u>BMS Number</u>
RFCS RFI 310	Phase II Vanpool - VAN-007 PFTP Hardware - PFTP case	SEA-03544



## Functional Area: Vanpool

<u>RFI Number</u>	<u>Requirement:</u>	<u>BMS Number</u>
RFCS RFI 310	Phase II Vanpool - VAN-014 Card Logon	SEA-03544
RFCS RFI 310	Phase II Vanpool - VAN-005 PFTP Hardware - Charging cradles	SEA-03544
RFCS RFI 310	Phase II Vanpool - VAN-006 PFTP Hardware - In-vehicle holder/charger	SEA-03544
RFCS RFI 350	Phase II Vanpool -VAN-002 Non-PFTP Solution - Retail Vanpool Products	SEA-03660
RFCS RFI 350	Phase II Vanpool -VAN-003 Non-PFTP Solution - Pass Use	SEA-03660
RFCS RFI 350	Phase II Vanpool -VAN-004 Non-PFTP Solution - Ridership Recording	SEA-03660



